

# The Difference

PALM LAKE CARE TOOWOOMBA JUNE - JULY 2024



## Oh, so Kreate-ive!

We enjoyed yet another fun and rewarding painting workshop by Kristy from Kreate It, recently. This time, residents enjoyed a morning of creative painting - the subject being an Easter bunny. Morning tea and a glass of bubbly were provided to help get those creative juices flowing! Residents took their masterpieces home, to hang on the wall, to show their no doubt proud families just how artistic and clever they are!

Our entire Easter season was one filled with love and joy, as you can see by the faces, pictured left.



## Around the grounds

Meet some Palm Lake Care neighbours and check out what we've been up to, inside...

## Your feedback is important

There are plenty of ways to provide us with your highly valued feedback



# Here, you are welcome



**Palm Lake Care Toowoomba  
Service Manager,  
Sue Daly**

It's been busy to say the least in Toowoomba of late! Team Toowoomba hosted three assessors from the Aged Care Quality and Safety Commission on April 16-18 to undertake our re-accreditation. As you can appreciate this was an intense process for the team. Assessors spoke with 20 residents, nine representatives and 24 staff members. The assessors reported positive feedback was received from residents and representatives alike. They said our staff are kind, caring and knowledgeable regarding resident needs, with our residents and representatives stating that "staff are wonderful". I am proud to advise the Commission Assessment team's recommendations that Palm Lake Care Toowoomba has met all requirements across all standards. This is a fantastic outcome and a testament to the continued efforts of Team Toowoomba. I thank you all for your continued support.

As always, I welcome you to provide feedback at any time: the good, the bad and the ugly! Please do not hesitate to come by and have a chat.



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

As we prepare to walk in our winter wonderland, I hope everyone has considered their vaccination status for flu and COVID-19. Vaccinations are strongly encouraged as they protect both you and those around you. You staying healthy and safe is our top priority.

I am pleased to share the news that we recently held our inaugural Resident Advisory Body meeting. I want to extend my heartfelt thanks to each nominated resident from our communities who participated. This body provides a safe and welcoming space for residents to share their valuable feedback with our Central Support Office and the Board. Your insights are invaluable to us. You might start seeing a regular piece from your representative in this newsletter.

Regarding the Aged Care Act and its strengthened standards, the government has delayed these new standards until July 1, 2025. However, we are proactively working on improvements, particularly around enhancing the dining room experience to ensure it meets the highest standards of care and comfort.

You might be wondering how Palm Lake Care supports our staff? In addition to mandatory training, we partnered with a consultancy firm to provide leadership training for our Service Managers. We have recently held a Chef Manager Workshop and Maintenance Workshop, as well as regular Clinical Manager Workshops, infection protocol training for our Registered Nurses, First Aid training and CPR training. All these opportunities are provided free of charge to our staff. Also, all our Registered and Enrolled Nurses can have their AHPRA registration paid by Palm Lake Care each year.

Thank you for being a part of our Palm Lake Care family. Your wellbeing and comfort are always at the forefront of our efforts.

## Palm Lake Care Toowoomba

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

**PHONE:**  
07 4580 3000

**STREET ADDRESS:**  
149 Hogg Street,  
Cranley QLD 4350

**EMAIL:**  
toowoombacaresm@palllake.com.au

**WEBSITE:**  
palllakecare.com.au

**GET SOCIAL:**  
Follow us on Facebook  
and on Instagram  
(@palllake.care)

## Key local personnel

Service Manager: Sue Daly  
toowoombacaresm@palllake.com.au  
Service Manager Support:  
Edward Townsend  
Admin: Louise King  
Clinical Manager: Jodi Harms  
Clinical Nurse: Ramandeep Dhillon and  
Lisa Bergan  
Lifestyle Team Leader: Leanne O'Rourke  
Housekeeping Team Leader:  
Tiann Opperman  
Maintenance: Phillip Holton  
Chef Manager: Larry Fernando



## News briefs



**Clinical Manager,  
Jodi Harms**

Hello everyone - We didn't have the best start to May with the onset of a respiratory illness (mixed RSV and Covid) however I would like to thank everyone for their patience during those three weeks. We value your feedback so if you have any questions regarding our management processes and protocols, do not hesitate to come and see me to discuss further.

I would like to welcome our new Clinical Nurse, Lisa Bergan, to Palm Lake Care Toowoomba. Lisa has many years of experience as a Registered Nurse, as well as higher level positions, in both the public health system and the mental health sector. Lisa will be looking after our Gracemere, Marengo and Riverton communities.

We had the pleasure of hosting the ladies from Parkinson's Queensland last week who provided a series of education and training sessions for our team, as well as an information session for our residents. Palm Lake Care is committed to bringing other similar services to our community for education purposes. Please let me know if there are any particular specific services you would like further information on, or require support through, and we can arrange accordingly.

## Be aware of winter bugs

Palm Lake Care Toowoomba was recently placed under restricted access due to Covid-19 and RSV doing the rounds. Service Manager Sue Daly thanked every member of the community for their continued support and patience, "especially to our amazing Palm Lake Care staff who have been outstanding in their commitment to our residents".

"It has been well publicised that the general community has seen ongoing Covid, RSV, influenza and pneumonia cases," Sue says. "So, of course, if you are feeling unwell, please consider postponing your planned visit to Palm Lake Care Toowoomba until you are feeling better."

## Always busy, always learning

Palm Lake Care Toowoomba has enjoyed a busy and rewarding few months, filled with lots of activities including the commemoration of Anzac Day.

"Our Toowoomba community held a beautiful service, with so many in attendance." SM Sue says. "Residents read poems, laid wreaths and sang hymns - it was a solemn and touching tribute.

"Also, recently, we have hosted a number of educational opportunities for residents and staff alike. For example, Parkinsons Australia representatives provided useful info - these were important sessions to all. Keep an eye out for more opportunities like this, in the future."

## Diary notes

Communication is at the heart of all that we do. Here are the next few meeting dates so you can plan ahead:

- **Residents meetings:** June 7 and July 5, at 10.30am in the Theatre.
- **Food Focus:** June 14 and July 12, at 10.30am in the Theatre.

No RSVP is required. We look forward to seeing you at these meetings.



## We heart our volunteers!

Welcome Murray, our newest volunteer who dedicates his time to enriching the lives of others, generously giving his companionship to lift spirits and put smiles on our residents' faces. Some different activities that Murray might support are social engagement, bus trips and our Men's Group barbecues. Thank you to Murray - and all of our volunteers for that matter. You all set an exemplary example for the rest of us.





## Meet a team member

**THE SUCCESS OF PALM LAKE CARE COMES DOWN TO OUR DEDICATED TEAM INCLUDING LARRY, WHO WORKS DILIGENTLY IN OUR KITCHEN...**

I am Lahiru Fernando, also known as "Larry" in professional circles. Originally from Sri Lanka, I am now a proud Australian citizen with a young and beautiful family. My wife, Diany, is a Registered Nurse working in aged care in Toowoomba and also hailing from Sri Lanka. We are blessed with two lovely children - Leesha, our elder daughter, who is 2 years and 8 months old, as well as Dior, our son, who is just 3 months old. We are all pictured, above.

With 16 years of experience in the hospitality sector, my journey began as an apprentice chef at Colombo Hilton from 2008 to 2011. Following my apprenticeship, I progressed to the role of Commis Chef, specialising in French cuisine. In 2012, I ventured to Qatar to work alongside the esteemed French Michelin star chef, Alain Ducasse. In 2014, I served as the Head Chef of a fine dining kitchen at Jumeirah Beach Hotel in the Maldives.

In 2015, I made the move to Australia and spent six rewarding years at Hakfort Group. Eventually, three years ago, I seized the opportunity to lead as the Chef Manager at Palm Lake Care, where my team and I proudly clinched the Best Hospitality Award for the past two consecutive years within the Palm Lake Group. I derive great satisfaction from my role, relishing the opportunity to provide exceptional service to our residents.

I am eager to bring my wealth of experience, passion and dedication to any challenge. I look forward to continue contributing to the collective success of our team.

## Meet a neighbour

**WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY RESIDENTS, JENNY COSS...**

I was born in Brisbane in 1945, the youngest daughter of Elenor and Steve Baker. I grew up with two older brothers, Jeffery and John, in Stafford. We then moved to a dairy farm at Esk with a creek running through the property, so we swam a lot. We were never allowed to go to the mountains as there were mine shafts in the area. But we still did!

My dad became very ill, so we sold and moved to Brisbane. I began ballet and attended the Charles Lesner Academy. Charles was a graduate of the London Ballet Company. In 1959, I was on one of the first black and white TV shows. I began attending and boarding at Glennie in Toowoomba. I did a gap year, leaving school to spend more time with my family in Longreach on a property where we ran 60,000 head of sheep. I began teaching ballet at the catholic private school there and met my husband, who was a wool classer.

I had a great social life. After our engagement Dad purchased a cattle, sheep and grain property on the Darling Downs. I managed the farm for Dad, while raising my three children. At that time, I taught ballet at the Millmerran convent. We moved back to Brisbane as my husband took a position at the Amcol oil refinery. After losing my brother in a serious car accident, we decided to move back to the Darling Downs, settling in at Clifton. I continued to teach ballet in Toowoomba. I then began a career as the district sales manager for Avon. I was in the Top 10 managers and won a first-class trip to Rome.

After a long productive career, I retired because at that stage of my life I had a serious medical condition. After plentiful hospital stays, I now call Palm Lake Care home and here I continue to have a great social life.

Pictured above is my daughter Alicia and I attending a Melbourne Cup race day event at Palm Lake Care.

## Around the grounds

*Pictured above and right: Our Chef Manager and his team have done it again! Our residents look forward to the Manager's lunch, having the chance to experience fine dining with the convenience of being right at home! The large crystal chandelier hanging from the ceiling in our formal dining room really sets the scene for an intimate meal among friends, with great conversation and lots of laughter.*

**Pictured left:** Recently, we welcomed seven valuable volunteers from TOMNET to join our all-male group for a casual barbecue lunch. The bloke-to-bloke conversation proved very beneficial to our 22 residents who attended. According to TOMNET (which is an acronym for "The Older Mens Network Inc"), members are involved in many different activities. They get together regularly, visit isolated men in aged care and retirement villages, mentor youth, cook at community barbecues and basically just look out for each other as they chart the course of retirement. "We're banishing social isolation and loneliness together," the TOMNET website declares. "We are mates you can count on." We look forward to the return of the TOMNET boys for future gatherings here at Palm Lake Care Toowoomba.





# How to prevent falls

Falls are a common concern for seniors, but the good news is that many falls can be prevented with a few simple precautions.

At Palm Lake Care, your safety and wellbeing are our top priorities. Here are some practical tips to help you stay safe and secure within our community, ensuring you maintain your independence and peace of mind.

**1. Keep your living space clear:** Make sure your room and personal areas are free from clutter. Remove any items from walkways that could cause you to trip, such as loose rugs, electrical cords, or even small pieces of furniture. Our staff is here to help you keep your space tidy and safe.

**2. Use assistive devices:** Don't hesitate to use assistive devices if you need them. Items like walking sticks, walkers, and grab bars can provide the extra support you need. We have grab bars installed in bathrooms and handrails along hallways to help you move around more safely. If you need any additional support, please let us know.

**3. Perform balance-enhancing exercises:** Engaging in simple exercises that improve your balance can make a big difference. Join our gentle exercise classes like chair yoga or tai chi, which are designed to strengthen your muscles and enhance your coordination. Staying active helps keep you steady on your feet.

**4. Ensure good lighting:** Good lighting is crucial, especially in common areas and your personal living space. We ensure that all areas are well-lit, but if you need extra lighting in your room, such as night lights, please inform our staff. Proper lighting helps you see clearly and avoid obstacles.

**5. Wear proper footwear:** Choose shoes that fit well and have non-slip soles. Avoid walking around in socks or slippers that could cause you to slip. If you need assistance finding suitable footwear, our staff can help you with recommendations.

By following these simple tips, you can help create a safer environment for yourself and your fellow residents. Remember, taking these precautions not only helps prevent falls but also contributes to your overall well-being. At Palm Lake Care, we are committed to supporting you in every way possible, ensuring you live comfortably and confidently within our community.

## Sharing your thoughts

Your feedback is important to us here at Palm Lake Care because it helps us better understand your needs and improve our services. It's win-win.

Whether it's a suggestion for improvement or praise for our team, your input helps us enhance your experience and ensures we continue providing the best possible care. Learn how to share your thoughts effectively and make your voice heard.

**How can I give feedback?** You can give feedback in several ways:

- Speak directly to any of our staff members.
- Fill out a written feedback form.
- Provide feedback during resident meetings.
- Ask a family member or friend to share your feedback on your behalf.
- Send an email with your suggestions or concerns.

**What about if I don't feel comfortable going to the manager onsite?** Palm Lake Care encourages you to speak to management onsite in the first instance, as this is the direct avenue for ensuring a timely response to concerns. You can always contact Palm Lake Care's Central Support Office at [PLCQuality@palllake.com.au](mailto:PLCQuality@palllake.com.au)

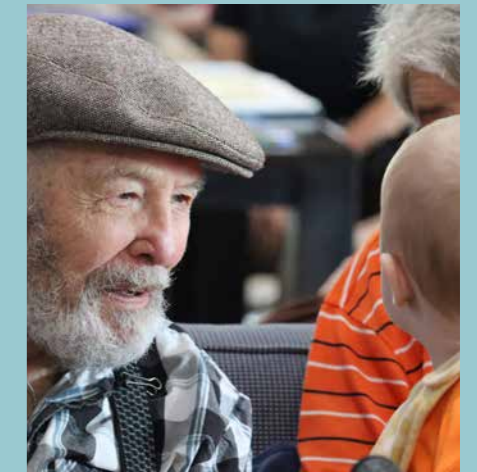
**What kind of feedback can I give?** You can share any kind of feedback, whether it's a suggestion for improvement, a concern you have, or praise for something you appreciate.

**Why is my feedback important?** Your feedback is crucial because it helps us understand what we are doing well and where we can improve. It ensures that we can provide you with the best possible care and make your stay here more comfortable and enjoyable.

**Will my feedback be taken seriously?** Absolutely. Every piece of feedback is reviewed by our management team and taken seriously. We strive to make improvements based on your suggestions and ensure that your concerns are addressed promptly.

**Can I give feedback anonymously?** Yes, you can choose to give feedback anonymously. If you feel more comfortable, you can drop your feedback in the suggestion box without including your name. We value all feedback, whether it's anonymous or not.

By sharing your thoughts and suggestions, you help us create a better community for everyone at Palm Lake Care. Thank you for taking the time to provide your valuable feedback.



## Inter-generational joy

**Pictured above:** The next installment of our regular Intergenerational Program with the Empowered Family Day Care Service had a Harmony Day theme. Children and educators attended a morning of activities acknowledging cultural diversity and inclusion, engaging with our residents through hands-on craft. The children visited residents in our lovely memory noke community. The intergenerational program promotes meaningful relationships between the ages, with 1:1 engagement. We are already looking forward to their next visit!



# 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!