

The Difference

PALM LAKE CARE MT WARREN PARK JUNE - JULY 2024



Care on parade

Palm Lake Care Mt Warren Park entered a float in this year's Beenleigh Cane Festival parade, and we are winners!

The parade is an annual event that has been happening in Beenleigh for many decades, to celebrate the area's community and its heritage of cane farming. Palm Lake Care's participation in the parade also showed the thousands of locals, who line the streets to watch the parade, just how vibrant and fun our residents are! Led by Lifestyle Team Leader Leona, our crew had an absolute ball. And - guess what? The Rotary Club of Beenleigh presented our float with the Encouragement Award for our efforts!



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





Pictured left:
Animal therapy is fun for all involved - especially when our subjects are the softest and cutest little visiting ducklings!

Here, you are welcome



**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 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: Vanessa Gawith
mtwarrencaresm@palllake.com.au
Service Manager Support: Peng Zhou
Admin: Melissa Mohan-Druce
Customer Experience: Hayley Alagiah
Clinical Manager: Eriberta Teia
Lifestyle Coordinator: Leona Counsell
Chef manager: Jay Jepsen
Housekeeping Team Leader: Tracie Hamilton
Maintenance Officer: Christopher Fehlberg



News briefs

Meeting dates

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 residents' meetings:

- June 12
- July 10
- August 14

All meetings are held at 1.15pm in the Harlequin activity room. No RSVP is required. We look forward to seeing you there!



Goodbye and good luck

We said goodbye to our Service Manager, Caroline, recently. She's moving to our sister community at Bethania. Palm Lake Care Bethania's SM, Vanessa Gawith, has now joined us here in the SM's role.



Pictured above: We learned a lot from a recent visit by Parkinson's Queensland representatives. We are enjoying the various education sessions now on our activities schedule.



Fresh new look for our team

We are excited to announce that our staff will soon be sporting new uniforms. Based on resident feedback, these uniforms are designed to make it easier to identify each role within our team. You'll start seeing our team members in a variety of styles and colours, enhancing both their comfort and the professionalism with which they present themselves.

This fresh and vibrant look reflects our commitment to providing the best care. Keep an eye out for

these changes and feel free to share your thoughts with us. Here are the identifiers for our team members:

- Registered Nurses: Burgundy
- Enrolled Nurses: Blue
- Carers: Teal green
- Housekeeping: Grey
- Catering Staff: Black
- Lifestyle: Patterned teal
- Maintenance: Khaki

These colours and styles will help you quickly identify the different roles within our team. We hope you find these changes helpful and welcoming.



Pictured top and above left: Mother's Day, with a visit from the Junior Quota Club members. **Pictured above:** We celebrated many of our team members' cultures on Harmony Day.

Lifestyle report

THE COMMUNITY AT PALM LAKE CARE MT WARREN HAS BEEN ENJOYING A VARIETY OF FUN AND REWARDING ACTIVITIES THESE PAST FEW MONTHS. HERE'S A RUNDOWN...

We celebrated Easter and enjoyed a live concert from Silver Memories Radio. We spent the morning dancing and clapping our way through a very enjoyable show. We are very lucky to have the Silver Memories performers available to everyone to enjoy in the common areas and in their rooms, to watch. We actually have a great local community that we utilise for visiting entertainment. We have had visits from the local ukulele group, Hilda the Historian who presents to us on the local history and the local Windaroo Kindy kids also visit us. We have also continued to enjoy going out on the bus into the community.

We celebrated Anzac Day with a moving service by Pastor Owen White. Quota Beenleigh Inc bought in the students from Rivermount College to help with the service on the day. In the afternoon, our residents enjoyed exchanging stories, listening to poetry and even a game of Two-Up.

A highlight for us has been celebrating the Taste of Harmony month, which runs from March 18 - April 19. We celebrated our diversity and cultures through the sharing of stories and food. Staff dressed in various traditional dress and met the residents in the lounge to share their culture through stories and dancing. Some of the residents also shared their culture with everyone. Our staff also enjoyed a shared lunch, where they each bought a traditional dish to share with everyone and the residents enjoyed a multicultural lunch as well. On the topic of food, another highlight has been takeaway

lunch day. Our residents enjoyed having a Red Rooster pack delivered to them for lunch as well as a games morning. They are already planning their next takeaway lunch!

Our biggest celebration was a combined staff and resident BBQ to celebrate winning the Palm Lake Care Community of the year award. We all enjoyed a morning of dancing while we were entertained by 'Sing with me' Tracey followed by a barbecue lunch and icecream. Everyone agreed that we love having these big combined celebrations and look forward to celebrating next year's win.

We also farewelled our Service Manager Caroline who has moved to our Palm Lake Care Bethania community. We have welcomed Vanessa into Caroline's role. Vanessa has moved to our community from the Bethania community. We are looking forward to seeing what ideas Vanessa brings to our community.

The residents also enjoyed celebrating Mother's Day with a lovely morning tea, again helped by Junior Beenleigh Quota members. They also enjoyed participating in the local Beenleigh Cane Festival street parade where we were cheered on by family and friends who lined the parade route. We were very surprised to win an encouragement award from The Rotary Club, who were the organisers of this event.

We also have had some education recently by ADA about what services they can offer us and also some education sessions hosted by Parkinson's Queensland on how we can help our friends living with Parkinson's. We found this education session very interesting.

Leona Counsell, Lifestyle Team Leader

Meet our 100 Club

Marion Willmann turns 103 in July

Have you any secrets to turning 100? *I was a good farm girl. I lived a healthy life and have good genes. I have always taken care of myself.*

Do you have any advice to the younger generation so that they can live longer? *Live a good clean life. Don't have too many wild nights. Take your parents' advice and help whenever you can.*



Ivy Somerfield turns 100 in July

Have you any secrets to turning 100? *I am a good Beenleigh girl. I was bought up on a cane farm in Norwell and then, in the 1950s, we moved into Beenleigh. I worked very hard on the cane farm and I also worked very hard in my Beenleigh community for a very long time. I volunteered on the committee of the Pensioners League for 40 years and I also volunteered for Red Cross joining in 1983. I knitted hundreds of teddies. My husband and I also volunteered for Meals on Wheels for 25 years. I have won many awards for my volunteer work.*

Do you have any advice to the younger generation so that they can live longer? *Work hard and help the community.*



Delle Ward, 100 years old

Have you any secrets to turning 100? *I have no real secret to reaching 100. I lived in Childers on a cane farm so had a country upbringing. I also have family that lived to a ripe old age.*

Do you have any advice to the younger generation so that they can live longer? *No real advice - just make sure you enjoy good, healthy living.*



Ron Burgess turns 102 in November

Have you any secrets to turning 100? *It was just good luck. I used to be a good sportsman and eat healthy. I always try to be kind to everyone.*

Do you have any advice to the younger generation so that they can live longer? *Be kind and help others. Drink your milk and eat your vegies. Just be a nice person.*

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

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.



Pictured above: Group exercise classes hosted outdoors in the fresh air are always a hit.



Around the grounds



Pictured right and above right: Everyone loves a bus trip to our local Tygum Park.



Pictured above: Reminiscing with dolls is a popular therapy.

Pictured left: Art class is another popular regular activity on the list.



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!