

The Difference

PALM LAKE CARE TOOWOOMBA APRIL - MAY 2024



The babies were plentiful at Palm Lake Care recently with a very special visit from Old McDonald's Travelling Farm and the kids from Empowered Family Day Care. All our residents had their heart squeezed so tight with the delight of nursing a baby of some kind. Empowered Family Day Care educators and tiny tots will be visiting the residents of Palm Lake Care Toowoomba every two weeks, moving forward. How lovely for us!

Babies galore!

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 Toowoomba
Service Manager,
Sue Daly

Wow, doesn't time fly when you are having fun! It's been a busy couple of months for me, getting to know everyone, new staff on-boarding, meeting new residents and building fantastic relationships, while our beautiful community enjoyed lots of fun events. We had the pleasure of hosting our very own Trish Heke (COO) and Blake Johnston (Customer Experience Manager) this month, entertaining our staff and residents by operating our Café with free toasted sandwiches and coffee for all. As always, I have a great appreciation for all the hard work our wonderful and amazing staff do every day, making a difference to our residents, their families and each other. May will see us hosting a staff wellbeing week with lots of information, advice and food experiences to enhance our staff members' everyday wellbeing. I look forward to that week. Please always remember, my door is always open so please pop by and say hi.



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 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
Customer Experience: Fran van Riet
Admin: Louise King
Clinical Manager: Jodi Harms
Clinical Nurse: Ramandeep Dhillon
Lifestyle Team Leader: Leanne O'Rourke
Housekeeping Team Leader:
Tiann Opperman
Maintenance: Phillip Holton
Chef Manager: Larry Fernando



News briefs



Talented hands and generous hearts

We would like to thank Lyn, Mary and Toowoomba Women's Shed for their heartwarming generosity. Mary and the ladies make and donate clothing protectors, easy-access nightwear, catheter bags, activity mats, Christmas stockings and much more. Lyn made and kindly donated these lovely dignity blankets for each community of Palm Lake Care Toowoomba.

Dates for your diary

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

- **Residents meetings:** March 1, April 5 and May 3, at 10.30am in the Theatre.
- **Food Focus:** March 8, April 12 and May 10, at 10.30am in the Theatre.

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



Clinical Manager,
Jodi Harms

Hello everyone - It has already been a very busy start to the year. We had the pleasure of hearing our dietitian, Carissa, who was the guest speaker at the Resident Meeting in February, complete a presentation on nutritional requirements for weight management, skin, wound and pressure injury prevention and healing as well as falls management. I think we all learned quite a lot about our diets, with great feedback received.

As we are moving into the cooler months, you will note your doctors coming in to complete both the flu and COVID booster vaccinations. Please let the team know if you would like any assistance in coordinating this with your GP.

We have had many changes to our Clinical Team with ongoing recruitment for key positions, including our second Clinical Nurse position. We currently have Jennifer Hawkins assisting in this position during our recruitment. Jennifer has come to us with extensive experience in the aged care sector and will be looking after our Gracemere, Marengo and Riverton communities. Over the coming months education and training for both the clinical and care teams will focus on skin tear management and prevention, strategies to reduce UTIs, understanding and supporting Parkinson's disease as well as clinical support days with a focus on clinical assessment, clinical deterioration and wound care.

Resident activity booklets are here

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.





Pictured above and left: Each Tuesday afternoon, our residents come together to play competition Bocce. Jenny, one of our residents, has organised the event from the start. There are six teams with four players in each team. The captains wear a coloured bib. There is plenty of laughing, plenty of teamwork and a sense of belonging. This competition gives new residents an opportunity to meet their neighbours and make friends while having a good time.

Around the grounds

Pictured right and below: Each Tuesday, our Lifestyle Team hosts a community BBQ. Residents have the opportunity to invite two special guests to join them for lunch. We take advantage of the lovely outdoor Terrace area. Boy, the smell of bangas and onions on the barbie is just irresistible! Then, on a Wednesday, the Team hosts a Big Breakfast. We are committed to providing a nutritious breakfast which consists of bacon, eggs, mushrooms, tomatoes, asparagus, avocado and a slice of cheese. Once finished, we then move to the outdoor area and take part in the Wellness exercise group, which consists of gentle stretching and movement to music. Our residents definitely look forward to these two delicious days.



Meet a neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY RESIDENTS, DENNIS DISTANT...

I was born in Warwick in 1952. I had five brothers and six sisters. My dad worked on the railway, so we moved around a lot. I was not keen on school, so I left at the age of 14 and started working on the railway with my father where I was employed as a nipper. A nipper's job was to put signs out, keep the tools in order and make morning tea for the other railway workers. I also had to clip detonators to the railway line to alert other train drivers there was danger ahead.

I married at the age of 19, having my first son at 20, followed by two more sons in the coming years. I enjoy being a dad. I played my first and last game of A grade football at Kilkivan. I was only a little bloke and the big boys did not make it easy on me on that day! I began working at the KR Bacon Factory in Toowoomba as a knife hand, later leaving and starting another knife hand position at the Oakey Abattoirs. On the weekends I would do handy man work mowing lawns and trimming trees for real estate agencies. This led to me owning my own business, DJ Tree Services. After 37 years and a bad 10-metre fall, breaking my back in four places, it was time to retire. I was proud of what I had accomplished and handed the family business over to my son.

Meet a volunteer

THE SUCCESS OF PALM LAKE CARE COMES DOWN TO OUR DEDICATED TEAM INCLUDING THOSE PEOPLE WHO VOLUNTEER THEIR TIME TO SUPPORT OUR COMMUNITY...

My name is Marie Reimers. I arrived in Australia in 1968 from Holland (now the Netherlands) with my Mum and Dad and three brothers. We lived in a hostel in Cabramatta for three months then moved to the suburbs. At 21, I moved to the outskirts of Lightning Ridge where I learnt to mine opals, then cut, polish and set them into rings, earrings, bracelets etc. After a while, we moved into Lightning Ridge township and took tours around the mines for tourists. We bought and ran the opal tram shop; the tram was an original Bondi tram from Sydney.

In 1999, I moved to Toowoomba and married the man of my dreams, Jim. With his four children and my two, we have 15 grandchildren scattered between Oakey and South Australia. I began working in a jewellery store, then decided I needed a change and worked at Old Mylo for eight years (now called Churches of Christ). This ended up being very detrimental for my back, so I moved on to work in Sullivan Nicolaides Pathology as a laboratory assistant. I worked there for 14 years and whilst quite stressful, my fellow workers made it worthwhile. I retired 18 months ago to concentrate on our 'honey shed', preparing candles, soaps, lip balms, hand creams, body washes and, of course, bottling honey. I often hold stalls at Palm Lake Care to give our lovely residents an opportunity to purchase something nice for their loved ones. Jim and I feel immensely proud of our business.

My dad and stepmum moved from the north coast into Palm Lake Resort and eventually into Palm Lake Care. I have become a Lifestyle volunteer and I absolutely love it! The Lifestyle Team are amazing. It keeps me close to my family and I am loving every minute as a volunteer.



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 and Page 6:** Residents enjoyed being entertained by the lovely Cathy Drummond on Valentine's Day. Cathy provided us with a great morning of entertainment and a short lesson on how to yodel. Cathy is a fantastic yodeler. Some of our residents dressed up as 'Gatsby Girls'. There was plenty of fun and laughter for all. The lucky door prize was won by one of our Boyce residents.*

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!