

# The Difference

PALM LAKE CARE BETHANIA APRIL - MAY 2024



Food and fun  
bring us together

Give us any reason to enjoy a shared meal, a refreshing beverage, or a cold icecream and we'll take it! The start of 2024 has already provided many reasons to celebrate!



## 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 Bethania  
Service Manager,  
Vanessa Gawith**

It has been lovely to return to Bethania after spending some time at our sister community in Toowoomba. As part of some internal changes within Palm Lake Care, I am sad but excited to announce that Janene Sayers is moving from Bethania to Palm Lake Care Caloundra in the role of Service Manager. Janene has supported our community with her vibrant smile for the past two years and we wish her all the best. Over the past six years I have thoroughly enjoyed my time as Service Manager here and now it is time to pass the baton along to Caroline Bosnic. Caroline has been Palm Lake Care Mt Warren Park's Service Manager and is looking forward to moving to us. To my residents, families and staff I would like to say thank you for your continual support, laughter and suggestions over the past six years. When I reflect on my time with you it brings a smile to my face. I am sure I will see you again in the future.



**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 Bethania

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

**PHONE:**  
07 3086 3000

**STREET ADDRESS:**  
1 Goodooga Drive,  
Bethania QLD 4207

**EMAIL:**  
bethaniacaresm@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  
bethaniacarefm@palllake.com.au  
Service Manager Support:  
Janene Sayers  
Customer Experience Reece Crago  
Admin: Leanne Gronfors, Tracey French  
Clinical Nurses: Ajimole Pappari Mathew,  
Ayman Salameh  
Lifestyle Team Leader: Michelle Battye  
Lifestyle Team: Sandi Lewi, Karen Rayner  
Maintenance: Jason Campbell  
Chef Manager: Veijo Lehto



## News briefs



### Wedding milestone!

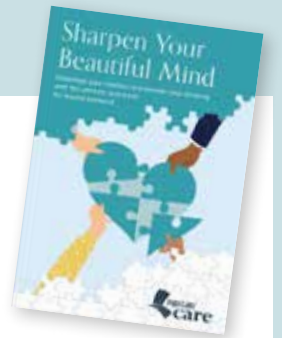
Happy 62nd wedding anniversary, Peter and Janice!  
What an inspiration!

### We thank you, Quota

Vanessa and Bobby recently had the privilege of attending the Quota Club's annual Changeover Dinner with Palm Lake Care Mt Warren Park's Lifestyle Coordinator Leona. Vanessa says it is lovely to see our care communities enjoying the great service that Quota provides for our local communities. Both Bethania and Mt Warren Park locations receive donations throughout the year from Quota that are used to support our residents' lifestyle activities including, recently (pictured below), a USB speaker that we can use in the activity room to listen to music or for karaoke. We can even take it to our residents' rooms so they can join in the fun.



### 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!



### Hip, hip, hooray!

We have wonderful news: Mary celebrated her 101st birthday with friends, family and our team on February 18. Happy Birthday, Mary!

### Upcoming 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 these upcoming meetings:

- **Residents' meeting:**  
April 4 and May 2, at 10.30am
- **Residents' "Food Focus" meetings:**  
April 12 and May 10, at 10.30am

No RSVP is required. See you in the Cinema.





**Pictured above and right:** We like to stay active (and social!) via twice daily group exercise sessions.

**Pictured left:** Game on! Playing games is a great way for us to connect with our neighbours.



## Meet a team member

THE SUCCESS OF PALM LAKE CARE BETHANIA 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 GULSHAN BULSARA FROM OUR LIFESTYLE TEAM...

I was born and brought up in India. It was not until I found my soul mate nine years ago that I made the big move to beautiful Australia and we settled in Brisbane. I am now proud that I can call Australia my home.

I have four sons; two who live in India and two living here in Australia. I also have one beautiful granddaughter who lives in India. She lights up my day every time I hear her voice and or see her little face. I am scared that when I see her again, I will cry because I just love and miss her so much.

In 2019, I studied my Certificate III and that was when I started in aged care and I have not looked back. I am currently almost finished my Certificate in Leisure and Lifestyle, which I wish that had done sooner.

In my free time, I enjoy listening to music, cooking and going for long drives. My husband and I took a road trip to the Outback and we enjoyed camping our way around. My husband, who is a volunteer fire fighter and a black belt in karate, loves traveling as much as I do.

I am so delighted to be part of the Palm Lake Care family and have a great supportive team members including Bobby, Sandy and Karen - we have a lot of fun and share a lot of laughter.

I am slowly getting to know you all and I am really enjoying coming into work to be with the lovely residents and staff in the Palm Lake Care Bethania community.

## Lifestyle Team's report

Wow what a year so far! To start the year, we celebrated Australia Day by decorating the area with our arts and craft collections. Of course, we had the typical Aussie BBQ with a variety of sausages, meat balls, cooked onions and more. Chef made his famous potato bake, which is a treat. The smell of the food cooking brought people from near and far all with their mouths watering! It was a sweltering day which is normal for that time of year but that did not stop the residents from wanting to cook the barbecue themselves which they really enjoy. Our staff and residents dressed in Australia Day attire and happily posed for photos. We finished the day with an afternoon of entertainment courtesy of Karaoke Kevin. The staff and residents all strutted their stuff and sang along. After all that singing, we welcomed a visit from the ice cream cart. Delicious!

Next came Valentine's Day. We made a kissing booth that everybody wanted to try whether it was in front of the booth or behind, giving kisses! The kissing booth brought much joy to staff, residents and family members that day. We enjoyed morning tea in the café, with residents sharing their own personal romantic stories. It was a lovely day with lots of reminiscing, music and chocolates for every one.

International Women's Day (complete with a mimosa brunch and a 'margarita madness' Happy Hour!), St Patrick's day, Anzac Day and more all had our calendars filled - and of course there was the Easter Bunny's visit! We have had, and continue to have, such big adventures in 2024!

**Bobby Battye, Lifestyle Team Leader**



**Pictured left:** Valentine's Day gave us reason to get romantic and take some fun photos!







# 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.

## Meet your neighbour



### WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY RESIDENTS, RONNIE PINNOW...

I was born in Murwillumbah, NSW, in 1945. I married Donald in the Catholic Church in Beenleigh and settled in Beenleigh buying our first home and starting our family. We had five children but sadly one passed away with meningitis so that left three boys and a girl. I worked in numerous places throughout my life starting with the Shell Service Station to different cleaning jobs. Don passed away after 49 years of marriage. I always say that I deserved a medal for being married for that long, but I never did get one!

I was happily living at home before I had a fall and broke my leg. The doctors tried numerous different things to fix it: operations, rehab, physio and numerous different exercises but nothing worked which meant that I needed full-time care. My family found Palm Lake Care, so I moved in here in 2019. It was an arduous process, leaving my home that I lived in for so long, but I am still here to tell my story. I have made numerous friends since I have been living at Palm Lake Care. I look forward to playing Bingo every week, we have entertainment every week and Happy Hour on Friday afternoons where we get to have a few wines and prawns - I love the seafood that we get living here! And I always love a scotch and coke in a tall glass. Once a week, we also go out in the bus for lunch at various places which I also look forward to.

# 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!