

The Difference

PALM LAKE CARE BETHANIA JUNE- JULY 2024



Ten years young!

We are still finding any excuse to party, and we had a good one this time: Palm Lake Care Bethania just turned 10 years young!

It was suggested by a much-loved resident, Ralph, that we should have 1950s and 60s Rock 'n Roll themed party. So, the Lifestyle Team set to work planning and creating. The theme was red, black and white. Staff and residents all helped set the scene and you could feel the excitement in the air. We even had Danny and Sandy there, from the great hit movie, 'Grease'. The champagne flowed and Robbie was our music man. We all sang, danced, ate and drank to our heart's content. Happy birthday to us!

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 Bethania
Service Manager,
Caroline Bosnic

Wow, what a welcome to Palm Lake Care Bethania for me with a fabulous 10th birthday celebration in my first week! But that was just one of many fabulous activities arranged by our wonderful Lifestyle Team across the past few months. Our residents have enjoyed bus outings to our local club and lunches at our nearby Palm Lake Resort to top it all off.

Plans are underway to unveil some new lifestyle activities as we move into the winter months. We can't wait to surprise you all at the next Residents' Meeting where we will discuss our plans with you. On that topic, we encourage everyone to come along to our regular Residents' Meetings. You can always find the upcoming dates in this newsletter (see Page 3). We also host regular Food Focus meetings that we'd love you to be part of.

Lastly, I just wanted to make a point of saying it has been an absolute pleasure meeting most of you already. I am truly delighted to be a part of your Team Bethania!



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 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: Caroline Bosnic
carolineb@palllake.com.au
Service Manager Support:
Trevor White
Customer Experience Reece Crago
Admin: Leanne Gronfors, Tracey French
Clinical Manager: Tina Le Claire
Clinical Nurses: Ajimole Papparil Mathew,
Ayman Salameh
Lifestyle Team Leader: Michelle Battye
Lifestyle Team: Sandi Lewi, Karen Rayner
Maintenance: Jason Campbell
Chef Manager: Veijo Lehto



News briefs

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:**
June 6 and July 1,
at 10.30am
- **"Food Focus" meetings:**
June 14 and July 12,
at 10.30am

No RSVP is required. See you in the Cinema.



Birthday belle

Pictured above, happy birthday to our Violet who celebrated another lap around the sun on May 12. This year, Violet marked her birthday on Mother's Day which was lovely. Violet turned 97 years young!



Some goodbyes, some new faces

We have had a lot of changes here at Palm Lake Care Bethania with our team. Firstly, our Service Manager Vanessa (pictured above, in black) has been transferred to Palm Lake Care Mt Warren Park. Vanessa has been at Bethania for quite some time now but has decided to further her adventures and move on. We want to thank Vanessa for her dedication, and for the love and joy that she would always show to our residents. We wish Vanessa the very best for her future endeavours.

We would also like to thank Janene (Service Manager Support) for the service and care that she provided for our residents. Janene has also decided to further her career and is now a Service Manager at Palm Lake Care Caloundra. Congratulations to Janene - we miss her smiley happy face!

Among those departures, we have been fortunate enough to welcome Caroline Bosnic as our new Service Manager. She is an absolute delight who has already shown that she cares deeply about the future of Palm Lake Care Bethania and our residents. We also have a new Service Manager Support, Trevor, who you will often see out and about in our community. He is always happy to help you with your problems no matter how big or small they are.



Lest we forget

Pictured above, Bill laid the wreath for us at our Anzac Day service. Thank you Bill, for your services to this country.



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 TREVOR WHITE, OUR NEW SERVICE MANAGER SUPPORT...

Greetings, residents of Palm Lake Care Bethania. Allow me to extend a warm welcome to each of you. My name is Trevor White and I am privileged to serve as the Service Manager Support at Bethania. With over three decades of experience in the hospitality industry, I bring a wealth of knowledge and a passion for providing exceptional care to our residents.

At Palm Lake Care, we are committed to delivering personalised, affordable luxury aged care. It is my honour to lead our dedicated teams with an open-minded, supportive mindset and a can-do attitude. Together, we strive for continuous growth and excellence, guided by the principles of love and care.

In my role, I oversee a range of vital areas, including hospitality, hotel services, maintenance, staff management, quality and continuous improvement, education and development. Each day, I am dedicated to ensuring that every aspect of our facilities operates smoothly and efficiently, with a focus on enhancing the wellbeing and comfort of our residents.

One of my greatest joys is fostering a sense of family within our community. Whether you are a member of our staff, a cherished resident, or a family member, I am committed to creating an environment where everyone feels valued, supported, and cared for. Here at Palm Lake Care, we are guided by our philosophy, values and the three pillars that define our approach to aged care. Together, we make a difference in the lives of those we serve, each and every day. I am truly honoured to be a part of this community and I look forward to the opportunity to serve you with dedication, compassion and integrity.

Meet your neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY RESIDENTS, LEONARD OLSEN (PICTURED ABOVE)...

My friends and others call me 'Len' and I have been a resident at Palm Lake Care Bethania for more than six years. I have been residing in Room 40 all this time. I came into the Bethania community because I was living on my own and wasn't looking after myself very well. I didn't want to keep worrying my family and doing this gave them peace of mind.

I spend my days with my friends, joining in activities. I still get to go out with my family sometimes, even overnight. I look forward to outings. The Lifestyle Team take us on outings in the community and we go to Palm Lake Resort for lunch sometimes.

I still get to do what I want. I often go for a stroll around the lake with my friends. I have a little putting green area right outside my door and this is where I play golf. That's my favourite game.

The staff and residents are friendly, and we all care for each other. I am proud to say that I live at Palm Lake Care Bethania and often encourage my friends and other family members to join us at our community.

Egg-cellent Easter

Pictured above: A delightful surprise for our residents came with the Easter Bunny's visit. They really enjoyed our staff members' antics. Of course, we all ate too much chocolate, but we will blame the Easter Bunny because he was the guy who gave everyone a little chocolate gift! Our staff joined in the fun with the Easter egg hunt too. There were more than 400 eggs to be found - and we found them all. Some of our staff even found them in the pockets of their uniforms!

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 right:** Here at Palm Lake Care Bethania, we offer a Wellness Program with two activities each day. This program is proving to be very popular and it's really encouraging to see our residents having fun and benefiting from doing some wellness activities. We have added a few different activities to our program including morning walks, meditation and tai chi, which is also very beneficial to our residents.*



Fresh 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, as pictured left, from top down:

- Registered Nurses: Burgundy
- Enrolled Nurses: Blue
- Carers: Teal green
- Housekeeping: Grey
- Catering Staff: Black
- Lifestyle Team: 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.



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!