

The Difference

PALM LAKE CARE CALOUNDRA FEBRUARY - MARCH 2024

Fine dining delight



There's nothing like enjoying a restaurant-quality meal, with all the little luxuries, right in your own home!

This is exactly what our residents enjoy at our regular Manager's Lunches. Our highly talented kitchen staff get to show off their culinary skills, our residents get to enjoy the fruits of the kitchen team's labour, and everyone in attendance benefits from some wonderful conversation in this intimate setting. Our gorgeous formal dining room was made for moments like this! Also, check out Chef Raj and Jill (pictured left) with some juicy cucumbers that we grew right here in our garden, that will be put to good use in a delicious dish for our residents. Well done!

Legacy projects meet brain gain

Here's how to do something good for your health, and for your loved ones too!

Memories galore, and more

We made loads of great memories this past month - check them out, inside...



Here, you are welcome



Palm Lake Care Caloundra
Service Manager,
Ushani Jayawardhana

Welcome to the start of some beautiful autumn weather here on the Sunshine Coast! We are fortunate to enjoy so many gorgeous sunny days - they don't call it the "Sunshine" Coast for nothing!

We're excited to share that our Clinical Management Team is now complete, ensuring comprehensive support across every department. Also, our dedicated Lifestyle Team is always tirelessly working to organise engaging activities for all of you. Your suggestions for enjoying activities are always valued, so please don't hesitate to share them.

While COVID vigilance remains a priority within our community, we kindly remind everyone to exercise caution when going outside as well. If you're feeling unwell, please inform a registered team member promptly for monitoring and necessary precautions. Your safety is our priority. Additionally, we appreciate your loved ones' continued support in signing in upon entering the building. This not only aids our emergency response by providing an accurate headcount but also helps us screen for potential COVID cases. Your cooperation is invaluable. As always, thank you for being an integral part of our community. Stay safe and happy!



Palm Lake Care
Chief Executive Officer,
Daniel Aitchison

As we step into 2024, I want to take a moment to reflect on the journey ahead and the exciting possibilities it holds. At Palm Lake Care, our commitment to providing the highest quality of care remains unwavering and this year, we aim to raise the bar even higher. Our focus for 2024 is clear - to work closely with each of our communities, residents and families, to enhance our service offering and broaden the spectrum of care we provide. We believe in the power of consultation and listening to your valuable insights. Your feedback will guide us in implementing truly personalised services that cater to individual needs and preferences.

The aged care sector is ever-evolving, with changes in the aged care act and new standards on the horizon. We understand the importance of adapting to these changes and, as both service providers and recipients, exploring them together. Together, we can strive to meet and exceed expectations from all stakeholders within the aged care sector.

In exciting news, we are in the process of planning two new aged caring communities to be co-located alongside Palm Lake Resorts Cooroy-Noosa and Forster Lakes. These new care communities will expand our reach and enable us to serve even more individuals in need.

I look forward to sharing more updates with you as we embark on this journey together. We won't always get things right, but we will continue to work collaboratively to provide the best possible care for all those entrusted to us and those who engage with Palm Lake Care.

Palm Lake Care Caloundra

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

PHONE:
07 5355 7100

STREET ADDRESS:
95 Village Way,
Little Mountain QLD 4551

EMAIL:
caloundracaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

Service Manager:
Ushani Jayawardhana
caloundracaresm@palllake.com.au
Clinical Manager:
Mandira Sapkota
caloundracarecm@palllake.com.au
Service Manager Support:
Marcelle Loffelman
Housekeeping Team Leader:
Lisa Wilkinson
Lifestyle Team Leader:
Matthew Whitney
Maintenance: Michael Driscoll



News briefs

New PLC resident advisory board in 2024

Palm Lake Care is committed to ensuring that the services we provide meet the needs and preferences of our residents. In 2024, we will be implementing our Resident Advisory Body (RAB) which will allow a representative from each of our seven dynamic communities to provide feedback and offer suggestions for improvement and assist Palm Lake Care in our consistent endeavors for quality and responsive care services. Meetings will be scheduled at least twice a year, the first planned for May 2024.

Nominations for representatives will be taken from the Resident Meetings held onsite and determined in the month prior to each meeting being held. Meetings will be held via an online TEAMS link (video call) to enable all communities to actively participate and engage with each other.

ACQSC seeking consumers and families for panel

The Aged Care Quality and Safety Commission is an independent government body that regulates Australian government funded aged care services. ACQSC has a Consumers and Families Panel that engages with people who receive aged care services, who are considering accessing aged care services, and/or support someone who receives aged care services. Should anyone from Palm Lake Care wish to register to participate in this panel, visit agedcarequality.gov.au/get-involved



Above: Walter (left), Scott and Dan (centre) visit The Variel in Woodland Hills, California.

United States tour brings new ideas to local care

Palm Lake Group founder Walter Elliott, Managing Director Scott Elliott and Palm Lake Care CEO Dan Aitchison recently embarked on a trip to the United States to explore high-achieving international care communities. The trio enjoyed many learnings and have brought home an array of new ideas to apply to our business. Dan says there is a big focus on integrated living for aged care residents in the US, which supports our own thinking around co-locating Palm Lake Care communities with Palm Lake Resorts.

"We also saw that Americans are prepared to pay for different services that deliver more choice and the highest quality in aged care," Dan explains.

"Above all, it was reassuring to look at the services we are providing locally to see that what we are offering is comparatively world-class. It gave Scott, Wal and I a great deal of pride to put Palm Lake Care on this world stage."

Meeting dates to diarise

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 regular Residents' Meetings. Here are the next meeting dates for your diary:

- **Residents' Meetings:** February 6, March 5, April 9
- **Food Focus:** February 27, March 26, April 29

No RSVP is required. We look forward to seeing you there!



Pictured above and right: It was proved beyond doubt that we've all been on the 'nice' list this year with Santa stopping by personally to wish us well! What fun we had!

Around the grounds



Pictured left: Our Christmas lights bus trip brought back so many memories for those onboard. We agreed that it doesn't matter your age - Christmas lights are a delight for anyone and everyone!



Meet a (new) team member

THE SUCCESS OF PALM LAKE CARE CALOUNDRAS 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 YOU TO MEET MANDIRA...

Hello I'm Mandira Sapkota. I am thrilled to join Palm Lake Care Caloundra as the new Clinical Manager.

When I am not at work, you can find me looking after the many house plants I have.

I also like to hike in the Sunshine Coast Hinterland or Glass House Mountains. Otherwise, you can find me somewhere in a local park or at the beach with my 13-month-old daughter.

Meet your neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY RESIDENTS, VERNA DOUGLASS.

Verna came into care with us in September 2023 and we have enjoyed her company ever since.

Verna was born and raised in Queensland and enjoyed travelling around Australia in her younger years. She was a hairdresser for 45 years and then went on to work in aged care as a carer for the rest of her career.

Verna and her late husband, John, have a son and two daughters and the children often come to visit their beloved mum here at Palm Lake Care.

It's great to see that Verna attends many of the activities and gym sessions that we offer in our Lifestyle calendar. We thoroughly enjoy having her smiling face around the community, giving off lots of positive energy! She is also an avid gardener, and we look forward to seeing Verna's blooming flowers out on her verandah.

Navigating the new standards

Are you aware of the upcoming changes to the Australian Aged Care Standards and what they mean for you at Palm Lake Care?

We understand that keeping up with the latest developments in the aged care industry can be overwhelming. That's why we've gathered essential information to help you stay informed and prepared for the new Australian Aged Care Standards. Here are some key points to be aware of:

Person-centered care: The new standards emphasise individualised care plans that prioritise residents' preferences and needs. This means more personalised care experiences tailored to your unique requirements.

Enhanced quality of life: The updated standards place a strong focus on improving the overall quality of life for residents. This includes promoting activities, social connections and wellbeing within our Palm Lake Care communities.

Transparency and communication: Clear and open communication between residents, families and care providers is a cornerstone of the new standards. Expect to be even more involved in discussions about care plans and decisions that affect you.

Safety and dignity: Safety measures are being heightened to ensure residents' physical and emotional wellbeing. Dignity and respect are at the forefront of care, ensuring residents maintain their independence and autonomy.

Complaints handling: The new standards require robust systems for addressing concerns and complaints. If you have any issues or questions about the care provided at Palm Lake Care, rest assured that there will be even more robust avenues for your voice to be heard.

At Palm Lake Care, we are dedicated to maintaining the highest standards of care and ensuring a smooth transition to these new regulations. Our team is committed to working closely with you and your family to provide the best possible care experience.

Stay tuned for more detailed information about the changes and how they will impact on your daily life at Palm Lake Care. We are here to support you every step of the way as we continue to provide exceptional care and service. If you have any immediate questions or concerns, please contact our team. Your peace of mind is our top priority.



Legacy projects for brain health

Maintaining a sharp mind is vital at every stage of life. But what if we were to tell you there's a way to intertwine brain health strategies with creating wonderful legacy projects to enrich your life and the lives of your loved ones. It's win-win!

Your life story is a treasure trove of experiences, wisdom and memories waiting to be shared. Here are some creative legacy project ideas that will simultaneously assist in boosting your brain health while you're at it:

Life journey journaling: Keeping a journal of your life's journey not only preserves memories but also enhances cognitive function through mindful reflection and writing.

Family tree creation: Building your family tree involves research and memory recall, providing an engaging mental workout.

Memory books: Crafting visual memory books engages your cognitive functions while reliving precious moments.

Artistic expressions: Creating artistic pieces stimulates creativity and imagination, keeping your mind active and vibrant.

Storytelling sessions: Sharing stories with loved ones strengthens social connections and memory retention, all while celebrating your life's narrative.

Recipe compilation: Assembling family recipes requires attention to detail and recollection of ingredients and methods, giving your brain a beneficial workout.

At Palm Lake Care, we understand the importance of preserving your unique legacy and maintaining brain health, and we're here to support you every step of the way. Share your wisdom, celebrate your life's journey, and create lasting connections with your loved ones through these heartfelt projects.

Around the grounds

Pictured right: Happy birthday Kathleen!
Pictured below: Our regular bus trips always bring out the smiles.



Pictured above and far right: Our creative minds are stretched in many different ways, from jewellery making to paper crafts.



Pictured left and below: Ball sports keep our bodies active and our hand-eye coordination on point.



Pictured left: Our Dulcie has the right idea! Delicious!

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

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.

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.

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.

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".

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!