

# The Difference

PALM LAKE CARE BARGARA APRIL - MAY 2024



## Out and about

Getting out and about helps keep us connected to our beautiful Bargara community and reminds us why we love it here in our tropical paradise...



**Pictured above:** Our most recent 'morning tea bus' was a first - we got off the bus and walked up to the picnic area at Burnett Heads. We enjoyed beautiful weather in this truly beautiful local spot.

**Pictured right:** Our most recent ladies' lunch outing saw us stop by the Bargara Beach Hotel. The food was delicious.



## 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 Bargara  
Service Manager,  
Peter Kneen**

It is great to announce the appointment of Glenys Couchman as our new Lifestyle Team Leader who is replacing Kim Milowski who served the Palm Lake Care Bargara community for five years. Kim has decided to take a new direction in life, relocating outside the Bundaberg region. All the best to Kim - we thank her for her services. This brings me to another announcement. We also have Karen Shingler joining the team as Clinical Coordinator Compliance. Karen will assist with independent eyes to observe our compliance with the Aged Care Standards and conducting audits to support evidence of our compliance. You may be aware of the Department of Health's approval in draft of the New Strengthened Aged Care Standards which come into effect on July 1, 2024. The Clinical Governance Team at our Central Support Office is busy making preparations for us to learn and adapt to the new standards. Watch this space as we share more information about these changes in the coming months.



**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 Bargara

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

**PHONE:**  
07 4331 0000

**STREET ADDRESS:**  
55 Wearing Road,  
Bargara QLD 4670

**EMAIL:**  
bargaracarefm@palllake.com.au

**WEBSITE:**  
palllakecare.com.au

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

## Key local personnel

Service Manager: Peter Kneen  
peterk@palllake.com.au  
Service Manager Support: Yari Ottoboni  
Admin: Rennay Toms  
Customer Experience: Ashlee Duckworth  
Clinical Manager: Chrissie Webb  
Clinical Nurse: Patricia Doyle  
Lifestyle Team Leader:  
Glenys Couchman  
Lifestyle Team: Stephen Doherty,  
Zoe Cornford and Paula Kelly  
Chef Manager: Luke Russell



## News briefs



### 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!



### Welcome new friends

We recently hosted our first ever 'Meet and Greet' for new residents with all the Palm Lake Care Bargara management team. A lovely morning tea was served and gave the new residents and their families a chance to get to know the staff in charge of our community. Above, our Service Manager, Peter, is pictured with a new resident, Elfie, and her daughter, Rochelle, as well as Bev and Elaine. Below is Chrissie, our Clinical Manager, pictured with new resident, Lyn.



**Palm Lake Care  
Clinical Manager,  
Christie Webb**

Documentation is at the heart of everything we do as nurses and is a way of record keeping, in order to tell your Doctor how you are doing and often we can advocate based on our documentation. Pain charts are kept for those residents requiring them. This allows the Doctor to review your pain management. It's how we communicate to each other and between various shifts. SOAPIE is an acronym we use and it stands for Subjective, Objective, Assessment, Plan, Implementation, Evaluation. Posters to remind our staff, and inform you as residents of the home we work in, will start to be displayed shortly.

April is an exciting month ahead with the upcoming Early Holden Car Show coming to Palm Lake Care Bargara. Little Daisy Photography will be onsite to snap some special pics of the cars and our residents enjoying them. I encourage you to dress in rock 'n roll theme for the day - speak to Lifestyle if you need any assistance in this area. Staff on the day are invited to dress up also and get involved in the fun. There will be a sweet treat on the day also, look out for the ice cream lady!

In closing, I leave you with a poignant quote that we all stand by: *"As a nurse, we have the opportunity to heal the heart, mind, soul and body of our patients, their families and ourselves. They may not remember your name, but they will never forget the way you made them feel."* — Maya Angelou.

### 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 few dates:

- April 17
- May 15
- June 19

Meetings start at 10.30am. No RSVP required.  
See you there!





**Pictured left:** We celebrated International Women's Day with a morning tea. Chrissie, our Clinical Manager, spoke about how far women's rights had come over the years. Did you know that one of our residents, Yvonne, was the first female councillor in our shire before it amalgamated into the Bundaberg Regional Council?

## Around the grounds

**Pictured below and right:** Love was in the air when Rod Bryant stopped by to entertain us on Valentine's Day. Pictured right are Harry and Marjorie as well as Doug and Lenore. Sylvia and Beryl, below, tucked into the gorgeous strawberry Valentine's Day cupcakes made by our clever kitchen team



**Pictured above left:** Australia Day was a fun one with everything Aussie-themed including a thong-throwing competition.

**Pictured above right:** Happy Chinese New Year! We enjoyed a visit from the PCYC Blazes who performed a traditional Lion Dance.



**Pictured above:** One of our residents, Lyn, showed off some of the incredible artwork she has completed over the years. Lyn likes to carve and decorate emu eggs.



## Meet a team member

THE SUCCESS OF PALM LAKE CARE 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 VIRGILIA (VIRGIE) SCHESKE WHO IS ONE OF OUR PCAs.

**What are some words that best describe you?** Friendly, musical.

**Tell us about your other employment/work roles leading up to your current position with Palm Lake Care?** I grew up in the Philippines and worked in hotels for 10 years where I met my Aussie husband. Came to Australia in 2009. I worked in inventory in a technology centre in Toowoomba. I also worked at Beauraba Living (an aged care facility) in Pittsworth for 10 years. I moved up to Bundaberg region with my husband.

**What does the average day entail, in your role here?** Showering residents, giving care and helping residents, feeding and much more.

**What's your favourite part of the job?** Meeting different people, getting on with co-workers and residents. I've been here over a year now.

**How do you like to spend your downtime/days off?** Going fishing, crabbing, being with my husband and going for drives. Also, going out with my co-workers.

**What is something that our residents may not know about you?** I love karaoke and singing!

**What advice do you have for others considering a career in aged care?** I love my job as an aged care worker because I really like the elderly. It's a must.



## Meet your neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY PALM LAKE CARE BARGARA RESIDENTS, BARBARA ARGENT

**Tell us briefly about your upbringing. Where did you grow up and what's a favourite memory from your childhood?** I'm from Toowoomba. I am the eldest of six children. I loved going on holidays to Redcliffe on the coast at Christmas.

**Tell us about any jobs you've held in your working career and what you enjoyed most?** I was a shop assistant at Coles in Sandgate at 16 years of age. I went to office college and got a job as a payroll clerk in Fortitude Valley at age 19.

**Tell us about your family and where you have lived?** I have three sons - Greggor, Bradley and Cameron. I lived in Charleville, Queensland, for 14 years then moved back to Redcliffe.

**What hobbies/sports/special interests have you had throughout your life?** Reading books, crocheting and knitting. At 50 years of age, I joined the bowling club at Coolum Beach and was president of the club in 1997-98.

**What's your favourite way to spend the day nowadays, here at Palm Lake Care?** In the activity room, doing all the activities on offer. I really believe this is the place for me and I love everything about it. Since 2010, I have also done tai chi and am still doing it today. I love being with people.

**What are three ways to best describe you?**

Positive thinking, fun sense of humour, friendly.

**What advice do you have for young adults?** Enjoy the company of your grandparents - you will learn from them.





# 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 left:** Check out the new addition to our calendar - icecream day! This first visit of the icecream cart was a huge success and residents are very much looking forward to the cart's next visits. We plan to rotate through icecream and sorbet options on a regular basis. Yum!

# 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!