

The Difference

PALM LAKE CARE TOOWOOMBA FEBRUARY - MARCH 2024

Little gems



Our intergenerational program took on a fun, festive theme when the children of Sacred Heart visited us over Christmas.

The visiting children had an opportunity to spend time with our residents, taking part in a card making activity. Each student received a Christmas card kit made by our lifestyle and craft enthusiast, Marg. Students were encouraged to pen a message of Christmas cheer. Each student was brave enough to introduce themselves to the gathered crowd after they sang a range of beautiful Christmas carols to us.

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 Toowoomba
Service Manager,
Sue Daly

Hello and welcome to 2024 and an EXCITING February/March for me! I have been overwhelmed by the amazing welcome I have so far received from all here at Palm Lake Care Toowoomba. Thank you so much. I feel very privileged to be part of this fantastic and supportive team. Please bear with me though, as it will take time to get to know all of your names. I encourage you to please come and say 'Hi!' if you see me out and about - and let me reassure you that my door is always open if you'd like to come and find me in my office.

For those who don't yet know me, I have returned to Palm Lake Care for this role at Toowoomba. I was previously the Service Manager at our Beachmere community some time ago, so it's a journey from the waterfront to the mountain ranges for me!

I am excited by the opportunities for us to come together at events such as our regular morning teas and weekly 'Big Breakfast' (organised by the amazing Lifestyle Team). I look forward to sending out communication to residents, family and friends over the coming weeks with updates and, more importantly, sitting down with all our fantastic residents to get to know you better.



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 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 Nurses: Ramandeep Dhillon
and Julie Briscoe
Lifestyle Team Leader: Leanne O'Rourke
Housekeeping Team Leader:
Tiann Opperman
Maintenance: James Denning
Chef Manager: Larry Fernando



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, 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.



Around the grounds

Pictured above: Our residents spent the morning painting one of our farm friends 'the cow' during our most recent 'Kreate It' painting workshop. Each resident began with a blank canvas with Kristy, our painting teacher, telling us what to do next. By the end of the morning, everyone who took part went home with a colourful portrait to hang on their wall. A glass of bubbles topped off a wonderful morning.



Pictured right and below: Christmas was a wonderful celebration of family and friends. We are grateful for all those visitors who stopped by over the past few months - it's been a busy time!



Pictured above: Our regular wellness classes are always well received. Many are facilitated by Allied Health Assistant, Toni. You can read more about her passion for this role, right.

Meet a team member

THE SUCCESS OF PALM LAKE CARE COMES DOWN TO OUR DEDICATED TEAM. LET US INTRODUCE YOU TO ONE OF THEM, TONI HARTWIG ...

I am the Allied Health Assistant at Palm Lake Care Toowoomba. Over the past seven months, I've been actively involved with the physio team in our Wellness Program, leading exercise and meditation classes. Our offerings include 'The Sunshine Club' walking group, strength and movement classes set to motivating music in our gym, and massage sessions for pain management. With 15 years' personal training experience and nearly 14 years in aged care, I'm passionate about promoting fitness for the mind, body and spirit. The combination of my fitness background and personal care expertise makes my job incredibly rewarding. I infuse fun and laughter into all our activities, witnessing the joy on our residents' faces as they participate in singing and other engaging activities. The most gratifying aspect is observing the positive impact of our programs in residents, whether it's increased mobility or a release from daily stresses.

Beyond work, I stay fit by training in our yard, often involving activities with our two Australian Cattle dogs, Diesel and Henry. My husband, two boys, and our shared commitment to exercise keep me motivated. I aspire to see continued growth in our Palm Lake Care classes and activities, contributing to the wellbeing of all our residents.

Meet your neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY RESIDENTS, JUNE MOORE...

I was born at the Brisbane Women's Hospital in 1941 to Les and Eva North. I had one brother and two sisters. My Mum turned ill so I began taking care of my youngest sister and all the housekeeping. I lived at Chandler until I was 25. I then moved to Coorparoo and married, having my first son 12 months later. My husband was a wine and spirit rep and we eventually purchased our own pub 'The Harrisville Hotel'. Not long after that we were surprised with a baby girl. We then moved to Ipswich where we stayed for 25 years, later moving to Gatton.

I joined the Scouts where I held the position of Cub Leader for a lengthy period, moving up to Assistant District Commissioner. I found the Scouts to be rewarding. I particularly enjoyed being with the children - giving them encouragement to take part in learning new life-long skills, assisting them in making new friends, overcoming fears and generally just having fun. I also received a medal of merit for my outstanding service.

I was very apprehensive about moving into Palm Lake Care 13 months ago - I was actually quite anxious! From the first day, the staff have been nothing but supportive, kind and caring. There is always something to do and I particularly enjoy the bus trips, going out for lunch and the DIY Bunnings workshops. After living here, I wouldn't want to live at home!



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.



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 left and below: The Palm Lake Care Toowoomba team also celebrated the festive season together with a meal and some laughs. We are grateful to each and every one of them for the work they do.



Pictured right: We have a new icecream cart that comes around and brings us deliciously cool treats - and you can tell it's been a hit!



Clinical Manager, Jodi Harms

Hello everyone - January was our 'falls prevention' month and throughout the month Utkarsh and the physiotherapy team provided staff education and training on falls prevention strategies. Andrew Franks, our Occupational Therapist, also had the pleasure of delivering a presentation on falls prevention at our recent Residents' meeting.

Unfortunately, over the Christmas and New Year break we experienced six Covid cases with preventative measures put in place in both our Diamantina and Boyce communities. I would like to thank everyone for their patience and cooperation during this time.

I would also like to welcome Julie Briscoe to our team as the new Clinical Nurse who will be supporting our Diamantina, Gracemere and Riverton communities.

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!