

The Difference

PALM LAKE CARE BEACHMERE FEBRUARY - MARCH 2024

Elvis rocked!



We recently had Elvis visit and sing to us and he not only entered the building - he rocked it!

Elvis's real name is Tristan - and he was absolutely amazing! Elvis sang all our favourite songs as well as some Christmas carols. All of the residents loved the show and as you can see, some of them couldn't stop smiling, singing and tapping their feet. Tristan involved the crowd 100 per cent, posed for photos and gave some lucky ladies his scarves. One resident couldn't make it to the concert so he serenaded her in her room! Helen was so happy and excited that she got emotional. Elvis was definitely a highlight of the month and just what the doctor ordered after Covid had us a little restricted with what we could do.

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 Beachmere
Service Manager,
Ram Korla

As the confetti settles and the echoes of “Happy New Year!” fade away, we take a moment to reflect on the remarkable journey of 2023 and extend a warm welcome to the exciting possibilities that lie ahead in 2024...

2023 was a year that tested our collective spirit. We faced challenges, both personal and communal, but through it all, we persevered. We saw the strength of our community shine through in countless acts of kindness, generosity and unwavering support. We celebrated together at events creating lasting memories and fostering a sense of belonging. We witnessed the inspiring achievements of our residents and staff. We navigated through difficult times, demonstrating resilience and adaptability in the face of adversity. But, as we turn the page to 2024, we do so with hearts full of hope and anticipation. We are brimming with plans and ideas to make this year even more enriching, fulfilling and prosperous with exciting initiatives to bring new opportunities for growth and engagement. We will continue to prioritise resident wellbeing and community engagement. We believe that by working together, we can achieve incredible things. We encourage you to get involved, share your ideas and contribute to the vibrant tapestry of our Beachmere community. From all of us at PLC Beachmere, we wish you a joyous, healthy and prosperous 2024!



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 Beachmere

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

PHONE:
07 3517 7000

STREET ADDRESS:
145 Bishop Road,
Beachmere QLD 4510

EMAIL:
beachmerecaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

Service Manager: Ram Korla
beachmerecaresm@palllake.com.au
Admin: Uzma Naved and Janiece Crowe
Customer Experience Officer:
Tracey Coggnetta
Clinical Manager: Richa Timilsina
Clinical Nurse: Aasa Singh
Lifestyle Team Leader: Abby Foote
Housekeeping Team Leader:
Christine Lanigan
Maintenance: Michael Carpenter
Chef Manager: Neil Galpin



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 few meeting dates:

- February 14
- March 13
- April 10

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

Around the grounds



Pictured this page: Our residents enjoyed two Christmas lunches in one week! Due to Covid, we postponed the family and friends Christmas lunch and it so happened to end up being in the same week as Christmas Day lunch. Our residents thoroughly enjoyed having their loved ones here for a meal. There were a lot of happy faces and full tummies. Seeing everyone so happy makes our team's big effort all worth it!



Meet your neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY RESIDENTS, ERNEST GRANT.

Ernest is a well-accomplished man with a world of knowledge that would make most drop their jaw in amazement - we know we do. Ernest was born in Brisbane and grew up in that area before moving to Woody Point. Ernest is a World War II veteran in the Air Force where he served in Biak, Labuan, Morotai.

Upon returning from service, he married his love, Meg. Ernest and Meg had a son, Morgan. When Ernest got out of the Air Force, he wanted a degree in accounting but instead did a masters in science. This led to a very interesting career in marine life and biology - Ernest even managed to publish a book in 1959 called "Grant's Guide to Fishing". He traveled the country and went to some of the most amazing places with his field.

Sadly, Ernest's wife has passed away although he still talks about her with the most love and respect in his voice - as if she was still with him. Nowadays, Ernest likes to talk about his working life and things of interest such as marine life, biology and literature. In Ernest's room you will see a shelf of books he likes to read during the day - they are his favourites. Ernest says he misses his wife and not being able to fish is frustrating for him, but he does like to chat about it instead.

"I am a man who does like his own company and spends a lot of my day reading," he tells us.

If you take a dog or puppy to Ernest, you may not get it back! Besides all things marine life, Ernest loves a dog, as you'll see by his photo, above. When the pets come to visit, Ernest is the first to be in line with a big smile on his face that warms our heart to see.

Meet a team member

THE SUCCESS OF PALM LAKE CARE BEACHMERE COMES DOWN TO OUR DEDICATED TEAM. PLEASE MEET SUSANNE SAAR- KALLESKE - OR 'SUZY' AS WE KNOW HER.

I was born in Germany but grew up in Ireland. My parents emigrated to Ireland when I was two to establish their family business there. A chance encounter at a breakfast queue led me to my future husband, John, and was the reason for me moving to Australia

I am married and have two daughters. Jessica, the eldest, lives in Ireland and my youngest, Sonja, lives in Brisbane. I am a grandma to five gorgeous little kiddies - four boys and a little girl.

I have worked in various roles throughout my working life, owning several businesses together with my husband. I am passionate about health and wellbeing and am a massage therapist and beauty therapist. I had my own business before moving to Queensland in 2021 to be closer to Sonja and our two Aussie grandkids. Since being in Queensland, I have returned to studying and have complete my qualification in aged care as well as health and leisure.

I have a passion for looking after people and meeting new people and I always try to make a difference in their life. I believe this is why I enjoy working in our Lifestyle Team as much as I do.

I have quite a few interests and hobbies including reading, my horses, bushwalking and travelling. I share my everyday life with my husband, John, our five horses, two dogs and a cat, Charlie.

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 this page: One of the educators at Bribie Island High School approached Palm Lake Care Beachmere about getting her students to write Christmas cards for some of our residents. Of course we were very touched by the offer and gratefully accepted. The smiles on our residents' faces upon receiving the beautiful notes from these welcome strangers was priceless and showed the spirit of our local community.



**Palm Lake Care Beachmere
Clinical Manager,
Richa Timilsina**

As the sun sets on 2023 and the sparkling waters of Beachmere Bay reflect the promise of a new year, we pause to express our deepest gratitude for your unwavering patience and support. Together, we navigated the ups and downs of the past year, adapting to change with grace and understanding. We acknowledge the loss of valued staff members who ventured off to new opportunities, and we extend a warm welcome to the new faces who have joined our team. Their fresh perspectives and dedicated spirits will undoubtedly contribute to the journey ahead.

The New Year dawns brighter than ever, brimming with the promise of positive change. We're committed to making 2024 your best year yet by implementing exciting new initiatives focused on enhancing the quality of care we provide. We'll also be dedicating resources to enhancing our nursing care, prioritising your health and wellbeing at every turn. And of course, we haven't forgotten our ongoing mission to create a space that feels as warm and familiar as your own home. We're driven by a single, unwavering goal: to exceed your expectations and ensure your wellbeing is always our top priority. Thank you once again for being a part of our wonderful community. We raise a glass to your continued happiness and health in 2024 and beyond!

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!