

The Difference

PALM LAKE CARE BEACHMERE JUNE - JULY 2024



Clowning around

Now here's something a little different... Recently, we were entertained by some visiting volunteer clowns! They had us in stitches, as well as in singalong mode - what a way to brighten up any day!

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 Beachmere
Service Manager,
Ram Korla

Dear residents and families - We hope this newsletter finds you well. I want to express my sincere gratitude to everyone for their patience during the recent period of restricted access due to Rhinovirus. Our staff went above and beyond to ensure the wellbeing of all residents during this time.

I'd like to take this opportunity to introduce our new Clinical Manager, Dean King, as well as our new Service Manager Support, Daniel Rae, who will be joining us in June. Daniel will provide dedicated assistance to services like our kitchen, housekeeping and laundry.

Our building has recently received a fresh exterior wash and the gardens have been revitalised. We're also excited to plan future events with a brand new barbecue to be installed in our backyard. As well, our bus is getting a makeover with Beachmere signage soon. Please note that it may be unavailable for a number of weeks during this process. Also, did you know that coffee cards for our cafe are now available for purchase at Reception?

We encourage you to continue sharing your feedback through our forms. Additionally, don't forget to nominate outstanding staff members for our "Employee of the Month" awards.



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 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
(@palm.lake.care)

Key local personnel

Service Manager: Ram Korla
beachmerecaresm@palllake.com.au
Service Manager Support: Daniel Rae
Admin: Uzma Naved and Janiece Crowe
Customer Experience Officer:
Tracey Cognetta
Clinical Manager: Dean King
Acting Clinical Nurse: Donna Elphick
Lifestyle Team Leader: Abby Foote
Housekeeping Team Leader:
Christine Lanigan
Maintenance: Michael Carpenter
Chef Manager: Neil Galpin



News briefs

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:

- June 12
- July 10
- August 14
- September 11

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

Anzac Day, albeit a little differently

Our community was in restricted access over the Anzac Day period which meant we had to improvise. A local RSL representative came and facilitated a service and also visited residents. It wasn't ideal, but we managed and were able to put together a lovely commemoration service. We were fortunate to receive a donation from a family member of a Navy uniform that the resident wore in the Solomon Islands while on duty. It formed the basis of a lovely Anzac Day display in our community. Given Chef Manager Neil served in the Army, he also lent his uniform to us for the display.



Fresh new look for our team

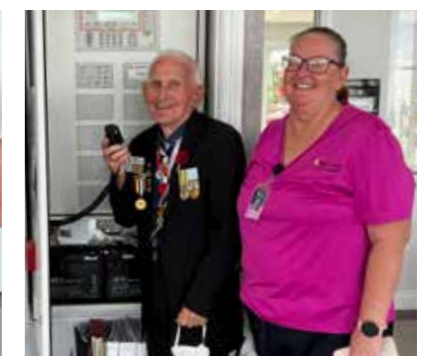
We are excited to announce that our staff will soon be sporting new uniforms. Based on resident feedback, these uniforms are designed to make it easier to identify each role within our team. You'll start seeing our team members in a variety of styles and colours, enhancing both their comfort and the 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:

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





Pictured left: Mother's Day saw high tea hosted on our back deck, overlooking the Bay. We were lucky to have beautiful weather on the day. Residents enjoyed using our fancy cups and fine china.



Around the grounds



Pictured above: The one and only Chad Morgan stopped by, giving a performance that was unforgettable. After all these years of performing, he has now retired from doing paid gigs and visits care communities to perform for his fans. Chad is a wonderful, generous man who likes to give back to the community and we were ever-so grateful.



Pictured below: Chewie is our pet therapy dog who visits weekly. Chewie is 18 months old and is a wolf hound cross. He has a quiet, soft and gentle demure and loves to get his weekly dose of pats and love from everyone here. Chewie has a huge fan base at Palm Lake Care Beachmere.



Pictured this page: Easter 2024. This is one annual celebration that we truly love, especially given all the chocolate and fun we get to enjoy!



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.



Meet your neighbours

WE'VE GOT TWO SPECIAL NEIGHBOURS FOR YOU TO MEET IN THIS EDITION - BOTH OF THEM GORGEOUS CENTENARIANS. WHAT AN HONOUR!

Pictured left, Agnes turned 100 recently. Agnes is a spark of life here at Palm Lake Care Beachmere. Agnes has a joke for every scenario, and a one liner for any situation. Agnes has lived a very accomplished life, but there is a lot you can do in 100 years!

Agnes served for our country in the Air Force during WWII, served in Australian Women's National Service, spent 25 years as an office assistant at Tamworth High School and, on top of that, owned a farm from 1967 that had cattle, sheep and wheat.

She has travelled to New Zealand, Africa, Europe, Fiji and Singapore. If that isn't enough, Agnes went back to study the arts at age 75 and earned herself a diploma in Fine Art. Agnes is always the first one at our art therapy classes. Agnes has also been a flag bearer for Anzac Day marches since she returned from service in WWII.

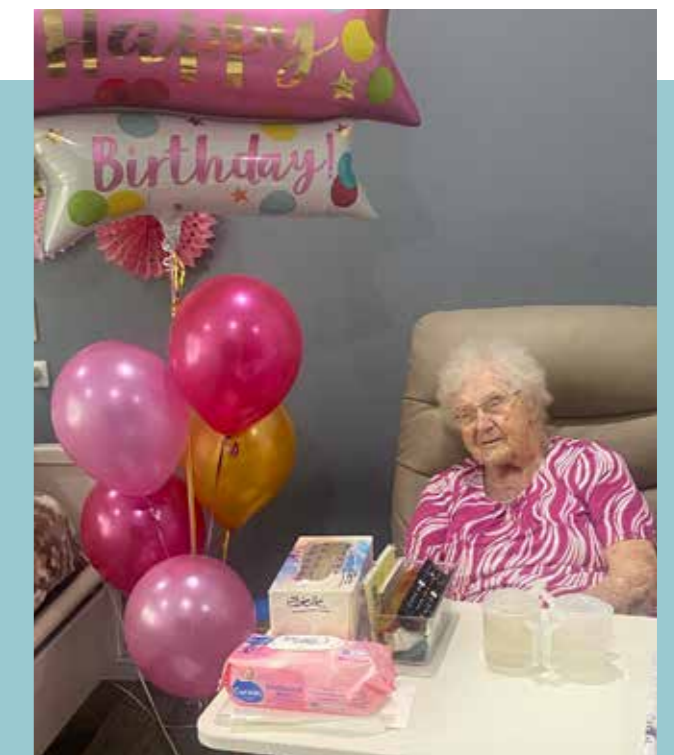
Agnes is blessed with a family who are close by and very supportive. When Agnes turned 100 in May, she was partying for four days, including a party with her friends here at PLC (pictured left).

The secret to life, according to Agnes, is singing, laughing and love. Well, we definitely love Agnes here at Palm Lake Care - her cheeky chats and grins are priceless to all of us!

Also this month, our "Queen of Palm Lake Care Beachmere" turn 102! Estelle celebrated her birthday quietly with her family surrounding her with love and gifts. Estelle talks about the changes that she has seen through the years. The younger generations are always amazed at the knowledge Estelle has, and the stories of how things were.

Estelle loves bingo, any visiting animals and the children who come in to visit. She's quick with trivia and loves to sing along with our entertainers. Every morning, Estelle is up doing exercises after breakfast. Late afternoons are spent with Andre Rieu on in the room where it is comfortable and quiet.

We have respectfully named a group of friends here, "The Ladies" and Estelle is, without a doubt, the 'Head Lady'. Her friends look up to her and listen intently when she speaks - as we all do.



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!