

The Difference

PALM LAKE CARE DECEPTION BAY APRIL - MAY 2024



Social success

Our first-ever friends and family social evening was a tremendous success! As we gathered to celebrate the changing of seasons, the atmosphere was filled with joy, laughter and a sense of community that warmed our hearts.

From the moment the music started playing and the dancing began, it was clear that the evening would be one to remember. Seeing residents, staff and families come together to share in the festivities and enjoy each other's company was truly heartwarming. The energy and enthusiasm in the room was contagious, and it was a joy to witness everyone having such a wonderful time. The smiles, laughter, and moments of connection that were shared throughout the evening were a true testament to the strength and spirit of our community. We are so grateful to each and every one of you who attended and contributed to making this event a success. Your presence and participation helped create a night filled with memories that we will cherish for years to come.

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 Deception Bay
Service Manager,
Kelly Roberts**

As the weather cools, we can't help but reflect on the many memorable moments we've shared together over the past few months. It has been a summer filled with laughter, fun and meaningful connections, and we are so grateful for each and every one of you for making it so special. From a social evening with our family and friends, to gardening sessions and creative art projects, we have enjoyed every moment spent together. The sense of community, support and joy that we have experienced has truly made this summer one to remember. We are continually inspired by the resilience and positivity that our residents, staff and families demonstrate day in and day out. Your presence enriches our community in countless ways, and we are so thankful to have you as part of our family. Here's to many more seasons of shared memories and cherished moments together.



**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 Deception Bay

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

PHONE:
1800 725 652

STREET ADDRESS:
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EMAIL:
deceptionbaycaresm@pallake.com.au

WEBSITE:
pallakecare.com.au

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

Key local personnel

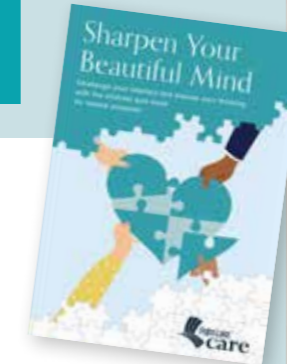
Service Manager: Kelly Roberts
deceptionbaycarefm@pallake.com.au
Admin: Gillian Hodge and Tania Bell
Customer Experience: Erinn Gleeson
Clinical Manager: Jacalynne Peake
Clinical Nurse: Mamta Devi
Lifestyle Team Leader: Nadine Troth
Maintenance: Robin Jenner
Chef Manager: Amit Jyoti
Housekeeping Team Leader:
Michelle Fastlabend



News briefs

Resident 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!



Footy tipping kicks off

The footy tipping competition is in full swing, and the competition is heating up as our residents and staff go head-to-head to see who will come out on top! With each round of matches bringing new thrills, surprises and upsets, the excitement is contagious as everyone competes for the ultimate bragging rights.

It's been wonderful to see our community come together to enjoy the games, share in the excitement, and support their favourite teams. Whether you're a footy fanatic or just enjoy the friendly competition, there's something for everyone to enjoy as we cheer on our teams and make our predictions each week.

Whether you're leading the pack or looking to make a comeback, now is the time to get in on the action and show off your footy tipping skills. Cheer on your teams, make your predictions, and join in on the fun as we compete for the win and celebrate the joy of sport together. Let's keep the footy tipping spirit alive and may the best tipper triumph!



Feathered friend

Check out the brilliant piece of artwork our community has collectively completed recently. The residents worked independently on all the different feathers and were so pleased when we put them all together to make our peacock! Two of our residents, Helen and Gladys, worked especially hard on making many feathers and assisting to put together the final project. Well done to all involved.

Join us, at our meetings

Each month we hold these resident meetings:

- General resident meeting
- Food focus meeting
- Consultative Committee meetings

These meetings are an opportunity to communicate with our residents and gather feedback about how to improve their overall happiness at Palm Lake Care Deception Bay. Communication regarding these meetings is located at Reception (next to the Lobby Tracker), in our resident communication folder and in our weekly lifestyle calendar. The minutes of each meeting and any resident communications are available in the meeting/communication folders located at our feedback station near the dining room. We encourage families to attend any of our meetings as your valued feedback is always appreciated.

Around the grounds



Pictured above: We are excited to announce a new initiative that brings together the wisdom and experience of our residents with the energy and curiosity of young children. We believe that there is a special magic that happens when different generations come together, and we are thrilled to facilitate this unique opportunity for connection and mutual learning. Our residents will have the opportunity to engage with visiting children through storytelling, arts and crafts, games and other interactive activities. This interaction is not only enriching and enjoyable for both parties, but it also creates a sense of community and fosters a spirit of intergenerational understanding and respect. We believe that this program will not only create cherished memories for our residents and the children, but it will also provide valuable learning experiences and opportunities for personal growth. The exchange of stories, ideas, and perspectives between the generations can be truly transformative and highlight the beauty and richness of diversity within our community.



Pictured above: Service Manager Kelly is known for her infectious enthusiasm, genuine care for our residents and unwavering commitment to creating a warm and welcoming environment for all. Whether it's engaging in golf or bowls, dancing the night away at our social evening, or simply sharing a laugh with residents, she brings a sense of fun and positivity to everything she does. These images were taken of Kelly with some of our residents enjoying our St Patrick's Day 'Happy Hour'.



Meet our admin team

THE SUCCESS OF PALM LAKE CARE DECEPTION BAY 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 OUR ADMIN TEAM...

Tania Bell, Gill Hodge and Kaysie Hinton make up our incredible administration team. They are a group of individuals who work tirelessly behind the scenes to ensure the smooth and efficient operation of our community. Their dedication, passion and expertise are truly remarkable, and we are honoured to have them here at Palm Lake Care Deception Bay.

These three are dedicated individuals, each bringing their unique skills and talents to support our community and ensure that we are able to provide the best possible care and support to our residents and staff.

We are so grateful for the hard work, passion and commitment that our administration team members bring to their roles each and every day. Please join us in expressing our appreciation for all that they do to make our community a welcoming and vibrant place to call home.



Meet your neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR RESIDENTS, PETER..

Peter grew up in the Shorncliffe/Scarborough area. Always local to the Redcliffe Peninsula, Peter had many cousins who would often go fishing or cast netting together.

Peter became ill at a young age after a dental appointment. During this time, he was unable to attend schooling regularly and missed the opportunity to properly learn to read and write. Peter grew up unable to read or write, even with tutoring in later years, but despite this, Peter started out working at 12 years of age. He worked in a commercial garden growing pineapples. At the time, he was earning 7 shillings for 5.5 days of work. Later, Peter worked as a spray painter at Ford cars, Eagle Farm. He worked there for 34 years before retiring.

Peter met his wife, Peggy, at the Brisbane Exhibition when he was 20. They went with mutual friends to go on the rides and from there, the relationship blossomed. Peggy and Peter married at 21. They have two daughters, Carmel and Dianne. They say Peter is an excellent father - always singing.

Upon retiring, Peter took to singing in concerts at Town Hall and was always in the shed making woodwork toys and other things. One of Peter's favourite songs was 'Mammy' by Al Jolson. Peter always had to learn his songs by ear and repetition, and worked hard to memorise them.

Peter and Peggy were very proud of their first boat, a wooden 16ft half cabin called "The Peggy Too" which they made together. Peter says his greatest achievement has been to build, sing and make a good life for himself and his family despite being unable to read or write.



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.



**Palm Lake Care Deception Bay Clinical Manager,
Jacalynne Peake**

I wanted to take a moment to address the topic of palliative care with you, as we know it can be a difficult subject to discuss. Palliative care is a type of care that focuses on providing relief from the symptoms and stress of a serious illness, with the goal to improving quality of life for both the resident and their loved ones. It is important for families to understand that palliative care is not just for end-of-life situations. It can be offered at any stage of a serious illness and can be provided alongside curative treatment. Palliative care teams include doctor, nurses and other healthcare professionals who work together to address physical, emotional and spiritual needs. I want to assure you that our team is dedicated to providing compassionate and comprehensive palliative care to our residents and their families. We understand that this can be a challenging time, and we are here to support you every step of the way. If you have any questions or concerns about palliative care or would like to learn more about the services we offer, please don't hesitate to reach out to us. Our goal is to provide the highest level of care and support our residents and their families, and we are committed to helping you navigate this journey with compassion and understanding. Our clinical staff will be undertaking additional training in April to ensure that we continue to provide palliative care to the highest standards according to contemporary knowledge and best practice. Thank you for entrusting us with the care of your loved one. We are here for you.

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!