

# The Difference

PALM LAKE CARE DECEPTION BAY JUNE - JULY 2024

## Communication is the key

Each month we hold the following resident meetings: A general residents' meeting, Food Focus meeting and Consultative Committee meetings.

These meetings are an opportunity for our team members to communicate with our residents and gather feedback about what they would like to see, 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 our families to feel welcome to attend any of our meetings, as your valued feedback is always appreciated.

Our most recent Food Focus meeting included taste testings from our new winter menu that will be published very soon. Our residents have collaborated closely with our chefs to create an inviting and varied menu to be enjoyed by all.



### 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 Deception Bay  
Service Manager,  
Kelly Roberts**

My goal this year, as Service Manager, is to foster a sense of community, belonging and enjoyment for all who live, work and visit here. To achieve this, we have implemented a variety of activities, events and programs that cater to the diverse interests and preferences of our residents and staff. From social gatherings to fitness classes, cultural outings to creative workshops, there is always something for everyone to enjoy.

We encourage all residents to participate in these activities and engage with their neighbours to create a vibrant and lively atmosphere. We believe that a strong community is built on the connections and relationships we make with one another, and we are committed to fostering an inclusive and welcoming environment for all.

We also welcome input and suggestions from our residents and families on how we can continue to enhance our community culture. Your feedback is invaluable to us as we strive to create a vibrant and thriving community for all. Thank you for your support and participation as we embark on this journey. We looked forward to the many memories we create together in the future.



**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 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:**  
42-46 Bay Avenue  
Deception Bay QLD 4508

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

**WEBSITE:**  
palllakecare.com.au

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

## Key local personnel

Service Manager: Kelly Roberts  
deceptionbaycarefm@palllake.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



### An elevated dining experience

We are thrilled to report that our recent fine dining experience for our nominated carers was a wonderful event. The event was a remarkable success and was met with great enthusiasm and appreciation from all who attended.

The talented culinary team prepared a delectable menu of gourmet dishes, carefully crafted to delight the senses and elevate the dining experience. The staff who attended enjoyed seeing how the wait staff provided exemplary service and experienced firsthand how to create a dining room that is pleasing for all who attend. The elegant ambience of the dining room, complete with beautiful decorations and soft music, set the perfect backdrop for a sophisticated and memorable evening.

Our dedicated staff discussed how we can implement this experience for our wonderful residents, to enhance their enjoyment in the dining room. We are committed to creating extraordinary experiences for our residents and their families, and this fine dining event was a shining example of our dedication to providing exceptional care and service.

### Harmony ball games are fun!

Engaging residents with dementia in brief physical activity can have a positive impact on their overall wellbeing and quality of life. Some benefits of ball games for residents with dementia include:

**Physical activity:** Playing games can help residents with dementia stay physically active, improving their strength, coordination, and flexibility.

**Cognitive stimulation:** Ball games can provide cognitive stimulation such as hand-eye coordination, problem-solving skills and spatial awareness.

**Social interaction:** Playing games with others encourages social interaction and can help residents feel more connected to their peers and caregivers.

**Emotional wellbeing:** Engaging in games can boost mood and sense of accomplishment, helping to reduce feelings of isolation and depression.

We are committed to providing a safe and supportive environment, with games to accommodate varying skill levels, to enhance the experience for all our residents.





**Pictured this page:** Anzac Day was a special and poignant occasion that allowed us to come together to pay our respects and honour the bravery and sacrifice of our Anzac heroes. The service was filled with touching moments, including readings and poetry, and a moving tribute to those who have served and continue to serve our country. It was a time for us to pause and remember the sacrifices made by our servicemen and women, past and present.

The sense of unity and camaraderie felt throughout the service was truly heartwarming, and we are grateful to all who attended and participated in the Anzac Day service. Thank you to all who attended for helping to create a meaningful and memorable event for our community. Your presence and support made this day truly special.

As we reflect on the significance of Anzac Day, let us continue to hold dear the values of courage, mateship, and sacrifice that our Anzac heroes embody. May we never forget their legacy and the freedoms we enjoy because of their dedication. Lest we forget.



# Around the grounds



**Pictured above:** Our end of summer barbecue and water balloon fight was enjoyed by all! The delicious food cooked by our Maintenance Officer and resident Joannes, was savoured in the warm weather we enjoyed that day.

Then, a water balloon fight added an element of excitement and fun, with participants chasing each other, dodging the flying balloons and getting soaked in the process! Laughter and screams of delight filled the air as everyone tried to stay dry while getting their opponents wet. Suffice to say, the residents came away rather unscathed in comparison to our staff who were completely drenched!

Overall, the event brought people together, encouraged laughter and camaraderie, and provided a memorable way to bid farewell to summer. It was an event that created special moments and fostered connections among all who attended.



## Meet your neighbour

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

Helen was born in Victoria and grew up in Upper Beaconsfield - "a town on a hill" as Helen calls it. She had seven siblings and grew up in a "poor family". Helen says sometimes they would be unsure if there was going to be food on the table despite her father trying hard to find work. Helen's father had a degree in agriculture. As her father and mother moved to Australia from England on the '10 pound ship' and agriculture did not have a big calling in Australia at the time, Helen's father would take on any jobs wherever he could find them.

Helen's favourite early memory was when her parents enrolled her in the Airforce at age 18. The Air Force provided her with all she needed and paid decent money. In the Air Force, Helen worked in libraries and dental records. It was through the Air Force that Helen met her (to be) husband Jack at age 20. When Jack and Helen married, she left the Air Force as a woman could not stay in the armed forces once married back then. They bought a house and had two children together.

Helen (and Jack) moved into Palm Lake Care Deception Bay in 2012. She says although it was difficult to adjust at first, she has been very pleased being here. Helen was encouraged to begin painting since moving here (she had never painted before this but is very talented). She has done many paintings including the peacock featured in our last newsletter. Helen's favourite thing to paint is a landscape.

Helen's sage advice to the younger generations is simply to "follow your dreams".

# 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](mailto: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.



## Fresh 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, as pictured left, from top down:

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



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

Our Clinical Team have recently undertaken education on recognising the signs and symptoms of clinical deterioration. Recognising these signs and symptoms in our residents is crucial for timely intervention and proper medical care. Some key indicators that we can all look out for include:

1. Changes in vital signs could indicate a potential health concern. For example sudden fluctuations or persistent high or low blood pressure, irregular or rapid heart rate, increased or decreased respiratory rate, shortness of breath or difficulties breathing.
2. Changes in mental status: Confusion, agitation, restlessness, decreased alertness.
3. Physical symptoms: Fever, hypothermia, increased/unexplained pain, changes in appetite, thirst.
4. Functional decline: Sudden onset of mobility difficulties, new or worsening incontinence, unexplained fatigue.
5. Skin changes: New development or worsening of pressure injuries, changes in skin colour, texture or temperature.
6. Respiratory symptoms: Coughing, wheezing, chest pain, difficulty breathing.

It is important for residents, their family members and our care staff to all be vigilant and proactive in monitoring for these symptoms of clinical deterioration. Please ensure to report any concerns to our Registered Nurse as soon as possible. This will allow for prompt communication with medical practitioners and timely medical assessment. Early intervention ensure optimal care.

# 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!