

The Difference

PALM LAKE CARE CALOUNDRA APRIL - MAY 2024



Easter bonnet beauts

We love Easter time here at Palm Lake Care - there are loads of reasons to celebrate including... chocolate!

And check out all the dazzling headwear on show for our Easter bonnet competition. We loved the effort everyone went to, to dress up their hats and help bring even more of that wonderful Easter spirit to our community.

Meet our Palm Lake people

Get to know a team member and check out what our residents have been up to!

Embracing shared spaces

All your questions about community living are answered inside



Here, you are welcome



**Palm Lake Care Caloundra
Service Manager,
Janene Sayers**

I am thrilled to introduce myself as the new Service Manager of Palm Lake Care Caloundra. Having devoted 18 years to the aged care sector, with the last two as a Service Manager Support for Palm Lake Care Bethania, this opportunity to lead our Caloundra community fills me with excitement and a deep sense of responsibility. My approach has always been centered on openness and accessibility. I believe that by listening to the insights and concerns of our residents, their families and our staff, we can collaboratively ensure our community embodies the best version of itself. Over the coming months, I look forward to personally meeting each of you. I encourage everyone to come forward, share a story or simply say hello.

Family also means the world to me. As a proud mother of four wonderful adults and a doting grandmother to my first grandchild, I cherish the bonds and memories we share. It's this sense of familial warmth and care that I eagerly anticipate extending to every member of the Palm Lake Care community.

As we embark on this journey together, I am committed to enriching our collective experience and fostering a nurturing environment for all. Let's make Palm Lake Care Caloundra a place where every day is filled with support, understanding, and joy. Looking forward to becoming an integral part of the Caloundra community and creating memorable moments with each of you.



**Palm Lake Care
Chief Operating Officer,
Trish Heke**

As I sit down to pen this message, the melody of "Cats in the Cradle" from one of my favourite artists, Cat Stevens, plays whimsically in my head. It reminds me that change, much like fashion, is ever-present and often comes with its own unique flair. In the world of aged care, this rings especially true as we embrace the changing seasons around us. On that topic, I am thrilled to discuss the new aged care standards that are on the horizon. 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.

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 Caloundra

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

PHONE:
07 5355 7100

STREET ADDRESS:
95 Village Way,
Little Mountain QLD 4551

EMAIL:
caloundracaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

Service Manager:
Janene Sayers
janenes@palllake.com.au
Clinical Manager:
Jo Brown
joannebr@palllake.com.au
Housekeeping Team Leader:
Lisa Wilkinson
Lifestyle Team Leader:
Julie Bresolin
Maintenance: Michael Driscoll



News briefs



Labels help keep track of laundry

Please don't forget that when you receive new items of clothing, make sure you come to our Reception area to get them labelled before you wear them to minimise confusion in our Laundry.



Our best birthday wishes to you all!

There seemed to be a birthday party every other day here at Palm Lake Care Caloundra recently with loads of our community members celebrating another lap around the sun. Our own beloved team member, Bel (pictured above), also marked another year. Happy birthday to you all!



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!

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 meeting dates for your diary:

- **Residents' Meetings:** May 7 and June 4.
- **Food Focus:** April 29, May 28, June 25.

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



Pictured above: Musical entertainment is another way we like to spend time together as a community. From taking in a group exercise classes to music, to enjoying singalongs with visiting musical acts, never a week goes by at Palm Lake Care Caloundra when joyful music doesn't fill our corridors.

Around the grounds



Pictured top: International Women's Day morning tea.

Pictured above and right: St Patrick's Day had us celebrating with all things green - from our outfits to our morning tea. There were wide smiles everywhere you looked - to be sure, to be sure!



Pictured above: Food brings everyone together. Whether it's making our own homemade sausage rolls (which brought back so many memories for our residents), enjoying our Wednesday coffee club or a visit from the icecream cart, there's proof in the fact that the way to a person's heart is via their tummy!

Pictured right: Gorgeous Estelle delights in her fine dining experience.

Meet a (new) team member

THE SUCCESS OF PALM LAKE CARE CALOUNDRA 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 YOU TO MEET MAX LORD...

I joined the team at Palm Lake Care Caloundra in January. I have been working in the aged care sector for 18 years and have worked in many roles in that time, from Personal Carer to Lifestyle Co-ordinator to Care Supervisor.

My years of dedication to this industry are simply because I am extremely passionate about this field. I absolutely love coming to work knowing that I am making a positive impact in so many lives.

On a personal note, I love kayaking, windsurfing and walks along the beach or reading a good book. My family are my world.

I'm excited to continue my aged care journey with you all and building new relationships.



Community living

Want to know more about living in an aged caring community at Palm Lake Care? Here are some commonly asked questions around embracing shared spaces.

What is it like 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.



Pictured left: Our bus has been doing some kilometres lately! We enjoyed a trip to the Glasshouse Mountains, many shopping trips and we even headed out to Shelley Beach for a picnic.

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!