

The Difference

PALM LAKE CARE CALOUNDRA JUNE - JULY 2024



We love you,
mum

Whether they are mums, grandmothers, great grandmothers, aunts or adopted carers, we celebrated all those special ladies recently with an indulgent high tea. We love you, mum!

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



Welcome



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

I wanted to take a moment to express my gratitude for the warm welcome I have received over the past two months. It has been a pleasure getting to know each of you. We recently enjoyed a delightful Mother's Day morning tea, where we celebrated the wonderful mothers in our community. It was heartwarming to see the smiles and joy shared during that special event. Additionally, we had a touching Anzac Day presentation, honouring and remembering those who have served our country with bravery and sacrifice. It was a poignant moment of reflection and unity. Another highlight for me was the fine dining experience I had the pleasure of sharing with six lovely ladies, alongside Jo, our Clinical Manager. The event was filled with laughter, good food and wonderful conversation.

I am grateful for the opportunities to create lasting memories and meaningful connections with each of you. Your warmth and kindness have made my transition into this role a smooth and enjoyable one. Thank you for making me feel so welcome. I look forward to many more moments of joy, laughter and togetherness in the months ahead. Please know that my door is always open, and I am here to support and assist you in any way I can.



**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 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 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
Service Manager Support:
Brandon Del Rosario
Clinical Manager:
Jo Brown
joannebr@palllake.com.au
Housekeeping Team Leader:
Lisa Wilkinson
Lifestyle Team Leader:
Julie Bresolin
Maintenance: Michael Driscoll



News briefs



Nurses rule!

Did you know that International Nurses Day is celebrated around the world on May 12 each year? This day marks the birth anniversary of Florence Nightingale who laid the foundation of modern nursing. International Nurses Day aims to highlight the importance of nurses and acts as an opportunity to thank them for their efforts and for taking care of patients around the clock. Right across our seven Palm Lake Care communities, we have many dozens and dozens of RNs and ENs contributing to the high quality of care that Palm Lake Care has become renowned for - so we couldn't let International Nurses Day go by without stopping to say... THANK YOU!

Our special team members

We love celebrating our most dedicated, loyal and hard working caregivers and our Employee of the Month award recognises just this.

Among our most recent award recipients are:

April: Louise Tonin
(Enrolled Nurse)

May: Belinda Caden (Cafe)

Well done to you both!



Happy birthday to you!

We wish Vince, Bev and Pam all the best as they celebrate another lap around the sun. We hope your special days were filled with love, laughter and, of course, some cake!



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:** June 4 and July 9, at 11am.
- **Food Focus:** June 25 and July 30, at 2pm.

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



Pictured above: Our recent bus trip to Shelley Beach to enjoy a picnic. Sunshine, fresh breezes, good company - you couldn't ask for more.



Pictured above: Fine dining has been a hit lately - what a special time spent with friends.

Around the grounds



Pictured above and right: We enjoyed a bus trip to Caloundra RSL to watch the Dolly Parton tribute show. It was a lovely day out and the music was wonderful.



Pictured this page: Yellow happiness was everywhere for our Australia's Biggest Morning Tea fundraiser event for the Cancer Council. What a good reason for a cuppa!



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. MEET STACEY SHORT WHO IS OUR NEW CUSTOMER EXPERIENCE SUPPORT...

What are three ways to best describe you? I have been told that I have an infectious smile, positive attitude and always professional.

Tell us about your other employment/work roles leading up to your current position with PLC? My last role was as a retirement village manager, although most of my career has been in hotel management where I thrived on creating memorable experiences for guests and enabled team members to be their best version of themselves, to enhance the guests' journey.

What does the average day entail, in your role here at PLC? Coffee first! Followed by a check-in with my team and lots of admin. The best part of my day is engaging with residents.

What's your favourite part of the job? I sincerely enjoy being able to help people with their care journey from pre-admission and beyond.

How do you like to spend your downtime/days off? I like to spend time with my little Cavoodle dog named Tango and going to Pilates.

What is something that our residents may not know about you? I make a good barista coffee.

What advice do you have for others considering a career in aged care? All skills are transferable and there's lots of career opportunities within aged care.

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.



Pictured above: Our community stopped to commemorate Anzac Day recently. It was a solemn affair, providing lots of opportunity to remember those who have served or are still serving - and those we've lost. We will remember them. Lest we forget.

Clinical notes

Palm Lake Care Caloundra has seen many changes in the last few months especially in the clinical field. All of our quality indicators that tell us how we are going and provide us with trends in all areas clinical has been improving. GP visits are being supported by our Clinical Nurse to ensure as many people can be seen in the short amount of time our GPs are on site. We have our podiatry services up and running again as well as ophthalmology services.

Process reminder: If you or your family members have clinical concerns, please address these with the nurse in your wing. If they cannot assist you, request to see the Clinical Nurse who will then feed any concerns back to the Clinical Manager who will work alongside you/your representative to address your concerns.

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.



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!