

The Difference

PALM LAKE CARE DECEPTION BAY FEBRUARY - MARCH 2024



Sail away with us

Our newly introduced Fantasy Cruises see our residents take a new journey across the world every month - from the comfort of their own home...

During Fantasy Cruise day, our residents enjoy themed cultural treats and activities whilst we all learn a little about the country we are visiting. It's wonderful to hear the residents' stories about their own travels and how times have changed so much. We set sail on our first 'cruise' to Germany for Oktoberfest. From there, we travelled to Hawaii and then off to England for the New Year. We all look forward to this event each month and our wonderful families are always welcome to join us on our travels.



Legacy projects meet brain gain

Here's how to do something good for your health, and for your loved ones too!

Memories galore, and more

We made loads of great memories this past month - check them out, inside...



Here, you are welcome



**Palm Lake Care Deception Bay
Service Manager,
Kelly Roberts**

Welcome to a wonderful New Year!

May 2024 bring our staff, residents and families so much love and happiness. I used to be someone who would make a list of resolutions at the commencement of the New Year. I would write them out, colour code them according to priority and then would jump in fiercely to achieve my goals with such enthusiasm that I very quickly burnt out and lost interest.

These days, I welcome the opportunity to start the year by reflecting on the previous year's learnings. For me, last year's learning was about maintaining overall wellbeing and that achieving solid results is a marathon and not a sprint. Our residents remind me of this daily in different ways. I like to visit Harmony each day and enjoy ball games or an activity. This moment, to be completely present with the residents, not only brings me such happiness, but it also reminds me why I love what I do. Here's to another year of wonderful moments.



**Palm Lake Care
Chief Executive Officer,
Daniel Aitchison**

As we step into 2024, I want to take a moment to reflect on the journey ahead and the exciting possibilities it holds. At Palm Lake Care, our commitment to providing the highest quality of care remains unwavering and this year, we aim to raise the bar even higher. Our focus for 2024 is clear - to work closely with each of our communities, residents and families, to enhance our service offering and broaden the spectrum of care we provide. We believe in the power of consultation and listening to your valuable insights. Your feedback will guide us in implementing truly personalised services that cater to individual needs and preferences.

The aged care sector is ever-evolving, with changes in the aged care act and new standards on the horizon. We understand the importance of adapting to these changes and, as both service providers and recipients, exploring them together. Together, we can strive to meet and exceed expectations from all stakeholders within the aged care sector.

In exciting news, we are in the process of planning two new aged caring communities to be co-located alongside Palm Lake Resorts Cooroy-Noosa and Forster Lakes. These new care communities will expand our reach and enable us to serve even more individuals in need.

I look forward to sharing more updates with you as we embark on this journey together. We won't always get things right, but we will continue to work collaboratively to provide the best possible care for all those entrusted to us and those who engage with Palm Lake Care.

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
Customer Experience: Natasha Hughes
Clinical Manager: Jacalynne Peake
Clinical Nurse: Mamta Devi
Lifestyle Team Leader: Nadine Troth
Maintenance: Samanth Jose
Chef Manager: Amit Jyoti
Housekeeping Team Leader:
Michelle Fastlabend



News briefs

New advisory board in 2024

Palm Lake Care is committed to ensuring that the services we provide meet the needs and preferences of our residents. In 2024, we will be implementing our Resident Advisory Body (RAB) which will allow a representative from each of our seven dynamic communities to provide feedback and offer suggestions for improvement and assist Palm Lake Care in our consistent endeavors for quality and responsive care services. Meetings will be scheduled at least twice a year, the first planned for May 2024.

Nominations for representatives will be taken from the Resident Meetings held onsite and determined in the month prior to each meeting being held. Meetings will be held via an online TEAMS link (video call) to enable all communities to actively participate and engage with each other.



We thank our agency partners

At the end of last year, we invited our agency companies in for a lovely and engaging morning tea. It was a delightful and informative event where we could inform our agency representatives of our staff orientation program, seek feedback on how we are viewed in the community, and to continue collaborative communication to ensure that our residents receive the best care possible.

The representatives who visited thoroughly enjoyed the morning tea and the tour of our community. It certainly had an incredibly positive impact and it was clear that we all are dedicated to providing the best care and service delivery to our wonderful residents.



United States tour brings new ideas to local care

Palm Lake Group founder Walter Elliott, Managing Director Scott Elliott and Palm Lake Care CEO Dan Aitchison recently embarked on a trip to the United States to explore high-achieving international care communities. The trio enjoyed many learnings and have brought home an array of new ideas to apply to our business. Dan says there is a big focus on integrated living for aged care residents in the US, which supports our own thinking around co-locating Palm Lake Care communities with Palm Lake Resorts.

"We also saw that Americans are prepared to pay for different services that deliver more choice and the highest quality in aged care," Dan explains.

"Above all, it was reassuring to look at the services we are providing locally to see that what we are offering is comparatively world-class. It gave Scott, Wal and I a great deal of pride to put Palm Lake Care on this world stage."

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 this page: Christmas celebrations went all month long for us at Palm Lake Care Deception Bay! Our residents and staff enjoyed many festivities from in-house themed activities, to an evening exploring the Christmas lights around Moreton Bay on a bus, to a fabulous concert by some incredibly talented little dancers. And, of course, it wouldn't be Christmas without all our visitors (big and small!) and some delicious shared meals!



Meet a team member

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 LORETTA...

I joined Palm Lake Care eight years ago as a student. I spent two years as a carer then joined the Lifestyle Team. Prior to this, I was a florist for 25 years, worked in newsagents and was a Nanny/Governess in an outback cattle station.

I have two children and five grandchildren. I enjoy my family time, also yoga, hiking, reading and trips to the beach or mountains.

My greatest career achievement to date is my dedication to enrich the lives of our residents with genuine care, compassion, comfort and (of course) fun and laughter.

My personal mantra is to always go the extra mile and that nothing is ever too much trouble. I will never let a resident down and I always want to leave our residents each day feeling valued, important, special and of course smiling, happy and content.

My role in the Lifestyle Team is a hugely busy, vibrant, ever-changing landscape that is always evolving under the expert guidance of our lovely leader, Nadine.



Meet your neighbour

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

Pauline was raised in Lismore, NSW, with her parents. Her father worked for Rob Brown, a building company, quoting building projects. Her mother was a "brain box" - an accountant of sorts, in charge of others. After school, Pauline says she fondly remembers playing hopscotch and ball games with the kids in her street. "It was another time then," she smiles.

Finishing school, Pauline went to work with her father. She would finish his quotes by assuring timber and other materials fitted into the build. Pauline moved to Brisbane at age 19 and she lived for a while in a hostel at Bulimba. It was there she met her future husband, Harry. The pair was married after three years.

Pauline worked in Northkey and a tannery after her move, but since these roles took a large amount of travel, she was pleased to receive a bookkeeping job with Lawrence and Hanson Australia-wide.

Pauline had two daughters, Joanne and Kathrin, but unfortunately Joanne passed at 28 years of age from cancer. Pauline and her husband built their first house in Aspley. They were there for 40 years before downsizing to Murrumba Downs where they happily lived together. Pauline is very proud of her granddaughters including Casey (who works in Norris writing contracts) and Kirstie (who was featured in British Vogue magazine for her successful online business!).

Navigating the new standards

Are you aware of the upcoming changes to the Australian Aged Care Standards and what they mean for you at Palm Lake Care?

We understand that keeping up with the latest developments in the aged care industry can be overwhelming. That's why we've gathered essential information to help you stay informed and prepared for the new Australian Aged Care Standards. Here are some key points to be aware of:

Person-centered care: The new standards emphasise individualised care plans that prioritise residents' preferences and needs. This means more personalised care experiences tailored to your unique requirements.

Enhanced quality of life: The updated standards place a strong focus on improving the overall quality of life for residents. This includes promoting activities, social connections and wellbeing within our Palm Lake Care communities.

Transparency and communication: Clear and open communication between residents, families and care providers is a cornerstone of the new standards. Expect to be even more involved in discussions about care plans and decisions that affect you.

Safety and dignity: Safety measures are being heightened to ensure residents' physical and emotional wellbeing. Dignity and respect are at the forefront of care, ensuring residents maintain their independence and autonomy.

Complaints handling: The new standards require robust systems for addressing concerns and complaints. If you have any issues or questions about the care provided at Palm Lake Care, rest assured that there will be even more robust avenues for your voice to be heard.

At Palm Lake Care, we are dedicated to maintaining the highest standards of care and ensuring a smooth transition to these new regulations. Our team is committed to working closely with you and your family to provide the best possible care experience.

Stay tuned for more detailed information about the changes and how they will impact on your daily life at Palm Lake Care. We are here to support you every step of the way as we continue to provide exceptional care and service. If you have any immediate questions or concerns, please contact our team. Your peace of mind is our top priority.

Legacy projects for brain health

Maintaining a sharp mind is vital at every stage of life. But what if we were to tell you there's a way to intertwine brain health strategies with creating wonderful legacy projects to enrich your life and the lives of your loved ones. It's win-win!

Your life story is a treasure trove of experiences, wisdom and memories waiting to be shared. Here are some creative legacy project ideas that will simultaneously assist in boosting your brain health while you're at it:

Life journey journaling: Keeping a journal of your life's journey not only preserves memories but also enhances cognitive function through mindful reflection and writing.

Family tree creation: Building your family tree involves research and memory recall, providing an engaging mental workout.

Memory books: Crafting visual memory books engages your cognitive functions while reliving precious moments.

Artistic expressions: Creating artistic pieces stimulates creativity and imagination, keeping your mind active and vibrant.

Storytelling sessions: Sharing stories with loved ones strengthens social connections and memory retention, all while celebrating your life's narrative.

Recipe compilation: Assembling family recipes requires attention to detail and recollection of ingredients and methods, giving your brain a beneficial workout.

At Palm Lake Care, we understand the importance of preserving your unique legacy and maintaining brain health, and we're here to support you every step of the way. Share your wisdom, celebrate your life's journey, and create lasting connections with your loved ones through these heartfelt projects.

Smashing our goals!

Our Weekly Wellness program is a big hit at Palm Lake Care Deception Bay!

Our residents love the variety of exercises on offer, but they also set personal goals which we love to celebrate with them. Here are some of our recent success stories:

Sue Wright: Sue has been consistent with her 1:1 and group exercise program. She truly enjoys the sessions and looks forward to coming in every day. We have increased her dumb bell weights from 0.5kg to 1kg which she was very satisfied with whilst doing the exercises.

Rita Ellul: Rita has been appreciative of the progress she has been making. She mentioned that when she first moved to Palm Lake Care, it was so hard for her to adjust to everything especially moving around the room and going to the toilet. She says she now enjoys moving around with assistance and has been very confident ever since.

John Hall: John has been smashing his sessions lately! Aside from being one of the most hardworking residents in the group, he always makes sure to help pack up all the dumb bells, therabands or chairs. He has increased his working weight from 1kg to 1.5kg.

Thomas Wilms: Thomas has been smashing his sit-to-stand exercises lately. He can complete around 15 repetitions and he has never been happier with his progress.

Lorenza Jones McLean: Lorenza newly joined our Wellness program. She is keen and looking forward to some 1:1 as well as group exercises with the rest of the residents in Harmony. She is focussed on improving her dynamic balance in the next couple of months.



Palm Lake Care Deception Bay Clinical Manager, Jacalynne Peake

Welcome to 2024! It has already been a challenging few weeks in the clinical space with the recent Covid restrictions. However, this highlights how crucial it is to continue to ensure the safety of all residents in our community during this time. Some key points to remember:

1. Vaccination can significantly reduce the risks of severe illness.
2. Hygiene such as good hand hygiene including frequently handwashing or use of alcohol-based hand rub amongst residents and staff can help prevent the spread.
3. Regular testing of residents and staff will promptly identify and isolate cases.
3. Education and communication is essential to ensure that residents, staff and families are informed about Covid updates, prevention measures and facility protocols.

Our team at Palm Lake Care Deception Bay work closely with the Public Health Unit to ensure we stay up to date with the latest guidance to ensure the safety of all within our community. If you have any feedback regarding our recent period of restrictions, please do not hesitate to contact me. We always aim to achieve positive outcomes for residents, especially in relation to their health and wellbeing.

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

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.

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.

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.

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".

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!