

# The Difference

PALM LAKE CARE BARGARA AUGUST - SEPTEMBER 2024



## Classic metal brings back memories

Recently we had two car clubs visit Palm Lake Care Bargara – the Early Holden Car Club and the Bundaberg Vintage Vehicle Club.

Our residents love to reminisce and the visiting car clubs had them talking about all the vehicles they have owned over the years. Some of our team members got extra-involved by dressing up in outfits of the era (pictured left). Check out more memories, inside...

**Pictured right:** Neil, out and about on his scooter, with an almost identical version of a car he once owned - this one was even the same colour as Neil's car!



## Your questions, our answers

We delve into your FAQs around pets and keeping animals in our communities

## Around the grounds

Meet your Palm Lake Care neighbours and check out what we've been up to



# Here, you are welcome



**Palm Lake Care Bargara  
Service Manager,  
Anthea Kennewell**

Hello and welcome to another edition of our community newsletter, The Difference. I would like to thank everyone for the lovely welcome to Bargara that I have received since starting in this role. This community is wonderful, the residents beautiful and the staff are great, too. I would like to take this opportunity to thank our staff and volunteers for all of their dedication that I have already witnessed in my short time here.

At Palm Lake Care Bargara, we welcome feedback of all types as we strive to improve our service to you - our residents. We will be collecting feedback surveys again as part of our continuous improvement plan.

Also, a quick reminder: We have enjoyed some beautiful sunny days here in Bargara but also a run of very cool days lately. Can I remind everyone to ensure you are maintaining your fluids intake as it is easy to lose track when the temperature dips. Thank you also for your patience while we changed to a gas hot water service. I understand that this may have been inconvenient at times but the result has been worthwhile.



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

As we move into the second half of 2024, I wanted to take a moment to update you on some important changes in the aged care sector.

If you have been following the news you may have seen some updates in relation to the new Aged Care Act. This new legislation was scheduled to commence on July 1, 2024, along with a new set of Aged Care Standards. The Federal Government has delayed this commencement and as yet not introduced the new Act to parliament. If all goes to plan, the new Act and the subsequent standards will come into place in July 2025.

Along with this is a discussion about the future funding of the sector, in which the Aged Care Taskforce (chaired by the Aged Care Minister) has presented a report with recommendations to the Government which, to date, has made no commitment. We eagerly await further information on these changes and continue to work internally to ensure we are as best prepared as possible.

Pleasingly though, we have seen further recognition of our valuable employees with a Fair Work Commission decision on the Work Value Case. This will see further increases to those awards under which staff who work in the aged care sector in Australia are employed.

Beyond all this external news, each of our Palm Lake Care teams continues to work to improve things in their respective communities everyday - whether that be their residents' dining experience, lifestyle program or additional service offerings.

We thank you for your ongoing trust and support. Together, we will continue to thrive and uphold the high standards of care at Palm Lake Care.

## Palm Lake Care Bargara

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

**PHONE:**  
07 4331 0000

**STREET ADDRESS:**  
55 Wearing Road,  
Bargara QLD 4670

**EMAIL:**  
bargaracarefm@palmlake.com.au

**WEBSITE:**  
palmlakecare.com.au

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

## Key local personnel

Service Manager: Anthea Kennewell  
Service Manager Support: Yari Ottoboni  
Admin: Renny Toms  
Customer Experience: Ashlee Duckworth  
Clinical Manager: Christie Webb  
Clinical Nurse: Peta Thuell, Patricia Doyle  
Lifestyle Team Leader:  
Glenys Couchman  
Lifestyle Team: Stephen Doherty,  
Zoe Cornford and Paula Kelly  
Chef Manager: Luke Russell  
Maintenance Officer: John Doolan



## News briefs

### 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 few dates:

- August 21
- September 18
- October 16

Meetings start at 10.30am. No RSVP required. See you there!

### Helen marks her century in grand style!

Helen McRae celebrated her 100th birthday with us recently. Helen has had quite a colourful life: She has been known as a talented artist (she made the carved wooden table, pictured far right), an excellent cook, a cake decorator, a champion golfer and was even a newsreader for SBS!



**Palm Lake Care Clinical Manager,  
Christie Webb**

Dear residents - I'd like to use this newsletter column to explore with you the vital connection between nursing, vitamin D and aged care.

Vitamin D plays a crucial role in maintaining the health of older adults, especially in the context of nursing and aged care. As healthcare professionals, we must prioritise the maintenance of adequate vitamin D levels in older individuals. Vitamin D is essential for strong bones, immune function, reduced inflammation and improved mood. However, older adults are more prone to deficiency due to factors like limited sun exposure and dietary restrictions.

To promote optimal vitamin D levels in aged care settings, we recommend strategies such as encouraging sunlight exposure, incorporating vitamin D-rich foods into meal plans, considering supplementation when necessary while also educating staff, residents and their families.

By prioritising vitamin D levels, we can enhance the overall wellbeing and quality of life for older adults. Let us strive to provide comprehensive care that encompasses the importance of vitamin D in nursing and aged care. Get out and about at one of our outdoor events or join in on the morning wheelchair walks with our physio. Just five minutes a day can help boost your vitamin D naturally.







**Pictured above:** We have some alpacas come visit once a month and their visit is always a big hit. Snapped cuddling our alpaca friends on this visit were Trish (left) and Kathy (right). The residents love the alpacas and they don't mind a pat either!

## Around the grounds

**Pictured below:** More memories from our car club visits. At left, this motoring enthusiast and club member is owner of a "Flanders" - it has an interesting crank start. Pictured middle, Kay enjoyed a walk in the sun talking about her old car. Pictured right, Neil was snapped enjoying an icecream in the sunshine. Our icecream cart made an appearance on the day as well because nothing goes better with reminiscing about old times, than an old-fashioned icecream cone!



## Meet a team member

THE SUCCESS OF PALM LAKE CARE 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 PCA ADAM SCHULTZ.

**What are some words that best describe you?**  
Funny, Compassionate, Caring

**Tell us about your other employment/work roles leading up to your current position with Palm Lake Care?** I have worked on a small crop farm (where they grew sweet potato and zucchini). I also worked in the disability sector, which I had an interest in. Then, I later explored getting into personal care work. I have been here at Palm Lake Care Bargara about a year.

**What does the average day entail, in your role here?**  
Taking care of residents and individual caring with showering, feeding etc. Chatting with and giving residents a laugh.

**What's your favourite part of the job?** Every day is different. I enjoy learning new things from residents and fellow staff.

**How do you like to spend your downtime/days off?**  
Playing golf. I also love travelling and going on adventures as I love the outdoors.

**What is something that we may not know about you?**  
I grew up in country Queensland. I've spent some time overseas in countries such as Mexico, USA, France and New Zealand, I've also been over to Broome, in Western Australia.

**What advice do you have for others considering a career in aged care?** To be open minded and tolerant, kind and understanding. To have a good sense of humour.



## Meet your neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY PALM LAKE CARE BARGARA RESIDENTS, LYN PAYNE.

**Tell us briefly about your upbringing. Where did you grow up and what's a favourite memory from your childhood?** I grew up in Brisbane. My favourite childhood memory is of spending time with my brother, who is four years older than me. Later he joined the army. Going to the Brisbane Ekka was also always a good time.

**Tell us about any jobs you've held in your working career and what you enjoyed most?** I was the first female draftsman and the only female for quite some time. I was in Mount Isa at the time and did that job for about 30 years.

**Tell us about your family and where you lived?** I grew up in Brisbane, moved to Cairns, then Townsville, then to Mount Isa.

**What hobbies/sports/special interests have you had throughout your life?** For sport, I played table tennis. I also decorate eggs in the style of Faberge - everything from emu eggs to goose eggs (as pictured above).

**What's your favourite way to spend the day nowadays, here at Palm Lake Care?** I enjoy doing the activities here at Palm Lake Care and I also enjoy my time relaxing in my room and catching up on my television shows.

**What are three words that best describe you?** Shy, artistic, honest.

**What advice do you have for young adults?** Be happy. Be grateful. Stop and listen.





## Your questions, our answers

Many of you have asked about the possibility of having pets live with you or having pets come to visit.

We know that pets are often considered part of the family, providing companionship, joy and emotional support. Here are some answers to your FAQs on this topic:

### Why can't I have pets live with me?

While we understand the deep bond between residents and their pets, there are several reasons why having pets live permanently in our aged caring community is not feasible:

1. **Health and safety:** The health and safety of all residents is our top priority. Some residents may have allergies or health conditions that can be aggravated by pets. Additionally, pets can sometimes pose fall risks or other safety concerns.
2. **Care needs:** Pets require consistent care, including feeding, grooming and regular veterinary visits. Ensuring that these needs are met can be challenging in an aged care setting, where residents may have varying levels of mobility and health.
3. **Hygiene:** Maintaining a clean and hygienic environment is essential in aged care. Pets can sometimes contribute to cleanliness issues, which can affect the overall well-being of the community.

### What about visiting pets?

We recognise the positive impact that interaction with animals can have on our residents. That's why we encourage and facilitate visits from pets under certain conditions:

1. **Pet therapy programs:** We partner with pet therapy organisations to bring well-trained, friendly animals into our community. These visits provide comfort and joy to residents and are conducted in a controlled and safe manner.
2. **Family pet visits:** Family members are welcome to bring their pets for visits, provided they adhere to our guidelines. Pets must be well-behaved, vaccinated and on a leash or in a carrier at all times. Visits should be pre-arranged with our care team to ensure they do not disrupt other residents or activities.
3. **Common areas:** Visiting pets are usually limited to our common areas where they can interact with those residents who choose to engage with them. This helps maintain a comfortable environment for everyone who lives in the care community.

We understand the important role pets play in your lives and strive to offer opportunities for you to enjoy their companionship in a way that is safe and beneficial for the entire community. If you have any questions or need more information about our pet policies, please don't hesitate to reach out to our care team.

## Baby, it's cold outside

As we navigate these cooler months, now more than any other time of the year it's essential to prioritise our health and wellbeing.

Flu season is upon us, and we want to ensure that everyone at Palm Lake Care stays as healthy and comfortable as possible. Here are some important tips and information to help you stay well during this time.

### Vaccinations: Your best defence

One of the most effective ways to protect yourself from the flu is through vaccination. The flu vaccine is specifically designed to combat the most common strains of the virus each season. We strongly encourage all residents to get their flu shots. The vaccine is safe, effective, and can significantly reduce your risk of falling ill.

### Tips for staying well

1. **Stay warm:** As temperatures drop, keep warm by dressing in layers and using blankets. A warm home is crucial for maintaining your health during the cold months.
2. **Stay hydrated:** Drinking plenty of fluids helps keep your immune system strong. Warm drinks like herbal tea can also be soothing.
3. **Healthy eating:** A balanced diet rich in fruits, vegetables, and whole grains can bolster your immune system. Try to include foods high in vitamins C and D, as well as zinc.
4. **Hand hygiene:** Regular hand washing with soap and water is one of the simplest and most effective ways to prevent the spread of germs. Remember to wash your hands before meals and after coughing or sneezing.
5. **Avoid close contact:** Try to avoid close contact with anyone who is unwell. If you feel sick, it's best to stay in your room and rest to prevent spreading any illness to others.
6. **Stay active:** Gentle exercises like stretching, walking, or even light yoga can boost your immune system and keep you feeling energised.
7. **Rest well:** Ensure you are getting enough sleep. A well-rested body is better equipped to fight off infections.

### Our commitment to your health

At Palm Lake Care, your health and wellness are our top priorities. We will be organising vaccination clinics on-site to make it as convenient as possible for you to get your flu shot. Our care team is always here to support you with any health concerns or questions you may have. Let's work together to make this flu season a healthy one for everyone in our community.



## National praise for Kelly, Anjali, Amit

As part of the Aged & Community Care Providers Association's annual national event, Aged Care Employee Day, the organisation hands out a raft of prestigious industry awards to highlight the good work performed by aged care employees in the field.

Among the finalists for an ACCPA Excellence Award this year was Kelly Roberts, Service Manager at Palm Lake Care Deception Bay. Kelly was a finalist in the "Rising Star" category and received her finalist certificate from ACCPA CEO Tom Symondson and Queensland manager Ian Poalses (pictured above). Well done, Kelly!

Through the nomination process, ACCPA also named Palm Lake Care Deception Bay's Anjali Sharma and Amit Jyoti in their "You are ACE!" recognition program in the Individual - Leadership category. Anjali is a Clinical Care Funding and Compliance Officer while Amit is Deception Bay's Chef Manager.

"Anjali's deep understanding of the elderly's needs, combined with her adept leadership qualities, nurtures a compassionate and efficient environment in our care community. Anjali's commitment to enhancing residents' wellbeing is truly inspiring," Anjali's nomination stated. "Her ability to inspire and guide staff, residents and visitors makes her an invaluable asset, shining brightly as a great leader in our community."

Deception Bay resident Marcia McIntosh had glowing praise for Amit.

"He goes above and beyond and knows if I am having a difficult day. A fresh sandwich full of smoked salmon, capers, cream cheese and red onion, always lifts my spirits," she says.

"I tried his macaroni and cheese for the first time the other night – I haven't had this since I was a child. And wow, it brought back so many special memories. That's the thing about the food here... it creates a full sensory experience. My advice - the braised beef shin can't be missed, it's exquisite!"

# 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!