

# The Difference

PALM LAKE CARE BARGARA DECEMBER - JANUARY 2024

## What a grand day we had!



Right around the world, Grandparents' Day is celebrated annually in one form or another. Here in Queensland, we mark this precious event on the last Sunday in October.

Grandparents Day recognises the contribution grandparents make to families, communities and the economy. It's a day for us to thank grandparents for their care and support and for sharing their knowledge, experience and traditions with the younger generations.

Here at Palm Lake Care Bargara, we had some local kindy children come in and present our residents with Grandparents Day cards. Pictured right, our residents also enjoyed participating in some activities with our mini visitors. They read books together, played games and had a great sing-along.

Some of our residents also welcomed visiting family on the day. Pictured above, our Hazel thoroughly enjoyed having all her grandies and even a great grandchild around her for the morning.

"Nobody can do for little children what grandparents do. Grandparents sort of sprinkle stardust over the lives of little children."

### Memories galore, and more

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

### Palm Lake Care's best awarded

Did you hear who won our 'Community of the Year' and 'Employee of the Year' awards?



# Here, you are welcome



**Palm Lake Care Bargara  
Service Manager,  
Peter Kneen**

Greetings Palm Lake Care community - I hope you are all as well as can be, washing your hands and keeping your social distancing routines in place to prevent the spread of COVID. Unfortunately, we needed to place Acacia and Magnolia into restricted access recently, while we managed COVID cases, which fortunately only lasted three weeks. It was good to receive praise and encouragement from the Wide Bay Public Health Unit to whom we were reporting on a regular basis during that time. Thank you all for your cooperation.

We have a new team member - Monica Carter - who is our Talent Acquisition Specialist. Monica's role is to assist in employing quality staff on a permanent and casual basis to increase the number of regular staff and reduce the need for agency carers. It is encouraging that we have employed an additional 27 staff since Monica began and it is hoped that we will continue to employ more in preparation for the festive/holiday season. On that topic, I am hoping the opportunity will arise during the Christmas/New Year period for many families to visit our community and enjoy the company of our residents. I look forward to meeting as many of you as I can and catching up for a chat. To all others, who might be reading this newsletter from afar, I wish you all a Merry Christmas and a Happy New Year.



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

Dear Palm Lake Care family - Our CEO, Executive Team Leaders and I travelled to Adelaide last month to be part of the Aged & Community Care Providers Association (ACCPA) conference. The theme of this year's conference, 'The Age of Change', could not have been more apt. Picture this: technology meeting tradition, and societal shifts harmonising with the timeless need for compassionate care. We've glimpsed a future that's as exciting as it is demanding.

Investing time and resources to attend such events is crucial for us at Palm Lake Care. Why? Because we're committed to bringing back the very best ideas to integrate into our own tapestry of care. We're not just passively watching the age of change; we're actively weaving ourselves into it, ensuring that the changes work for us and, most importantly, for you.

From groundbreaking healthcare technology to innovative social programs, we absorbed it all. Yet, with these advancements, we're reminded that challenges still remain. Ensuring equitable access, maintaining the personal touch in an increasingly digital world and supporting our incredible staff through these transitions are mountains we're ready to climb.

Our takeaway? Change is not just coming; it's already here. Palm Lake Care is embracing it with open arms and minds ready to learn, adapt and excel. We're charting a course through these new waters with care, courage and a little bit of that "go get it" spirit. Together, we will make Palm Lake Care a place where innovation meets heart, change is synonymous with growth and the future is something we shape with intention and joy.

## 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@palllake.com.au

**WEBSITE:**  
palllakecare.com.au

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

## Key local personnel

Service Manager: Peter Kneen  
peterk@palllake.com.au  
Service Manager Support: Yari Ottoboni  
Admin: Renny Toms  
Customer Experience: Ashlee Duckworth  
Clinical Manager: Chrissie Webb  
Clinical Nurse: Amanda Teefy  
Lifestyle Team Leader: Kim Milowski  
Lifestyle Team: Glenys Couchman,  
Stephen Doherty and Zoe Cornford  
Maintenance: Matthew Jeffery  
Chef Manager: Luke Russell



## News briefs

### Meeting dates

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:

- December 19
- January 17

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



### Green thumbs

Our residents have been very proudly growing lovely herbs in their community garden, that they then gift to our staff. It's a little way that they can give back to the team members who mean so much to them!

### Ron bats his century!

Our Ron Vines celebrated his 100th birthday with a high tea recently. Ron was born in England and was in the Navy before coming to Australia. He has travelled many places over the years. Ron spent his younger years as an engineer fitter and came to live at Palm Lake Care Bargara in 2020. Ron loves to have a laugh with staff and enjoys his days watching and listening to music and always has a big smile for anyone he meets. What a wonderful milestone for such a lovely and respected member of our community!

**Pictured right:** Deception Bay's Fay Tupai was recently named Palm Lake Care's 'Employee of the Year'. Congrats to Fay!



## CSO news: A time of learning, growth - and congrats to our winners!

Here at the Palm Lake Care Central Support Office, we were thrilled with the result of our recent end of year company workshop - an event that truly epitomised the spirit of resilience and collaboration across our whole Palm Lake Care community. "A Time of Learning and Growth" was this year's workshop theme, centered on resilience - a quality that resonates deeply within each of us, particularly in these times of rapid change. Our focus was on equipping our leaders and their teams with the tools necessary for emotional and physical wellbeing. Initiatives like providing healthy snacks, promoting active work habits and encouraging mindfulness are steps we're taking at CSO to foster a supportive and harmonious culture.

It was also a privilege to acknowledge our most outstanding staff. Our annual awards are a testament to the dedication and passion of our teams. Each awardee embodies the values that make Palm Lake Care a community of care and excellence. Here are our big winners:

**Emerging Leaders:** Christie Webb (Bargara) and Kelly Roberts (Dec. Bay)  
**Leading Culture through Clinical Excellence:** Tina LeClaire (Bethania)  
**Leading Culture through Operational Excellence:** Caroline Bosnic (MWP)  
**Leading Culture through Hospitality Services:** Larry Fernando (Toowoomba)  
**Leading Culture through Lifestyle Services:** Leona Counsell (MWP)  
**Palm Lake Care Community of the Year:** Mt Warren Park

The 'Employee of the Year' from each community, chosen by their residents and fellow local team members, also went head to head for the overall title. Congratulations to Geena Carroll (Bargara), Julie Bresolin (Caloundra), Uzma Naved (Beachmere), Sharon Sharples (Bethania), Zilda Texeira (Mt Warren Park) and Michelle Ormes (Toowoomba) but special congratulations to Fay Tupai (Deception Bay, pictured above) for going on to secure our company's overall 'Employee of the Year' title. Well done, Fay!







**Pictured above and right:** We might have been going through a period of restricted access here at Palm Lake Care Bargara, but we didn't let that stop us from dressing up and enjoying our Melbourne Cup celebrations. We certainly glammed up for the day! Peter is pictured, right, holding his winning ticket from our Melbourne Cup sweeps. What a lucky duck!

# Around the grounds



**Pictured above and left:** For those of you wondering what we do get up to when access to our community is restricted due to illness, it's pretty much business as usual in here! Our residents make the most of the beautiful sunshine and tropical sea breezes to play (socially distanced) games in our courtyard areas. For physical exercise, we play things like quoits and take part in group exercise classes. For mental stimulation, many of our residents love Bingo and a board game like Scattergories or draughts.



**Pictured left:** And, of course, even though we were in a period of restricted access, we didn't let Remembrance Day go by without commemorating the fallen.



## 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 SHARON HARNEY WHO IS A LAUNDRY ASSISTANT.

**What are three words that best describe you?** Trustworthy, friendly, responsible

**Tell us about your other employment/work roles leading up to your current position with Palm Lake Care?** I've been a personal carer at other aged care facilities, spent 10 years working at Aldi as a 2IC, have worked at Cash for Cans recycling and as a kitchenhand/cleaner.

**What does the average day entail, in your role here?** Washing personal clothes and linen. Folding them and delivering the clean items back to residents.

**What's your favourite part of your job?** When the work is finished and the Laundry is clean and tidy.

**How do you like to spend your downtime/days off?** With family. I enjoy spending time with my eight grandchildren and my four children, who are all local. I also enjoy doing my craft, crochet, sewing and knitting.

**What is something that our residents may not know about you?** I used to be a marathon runner! I lost 60kgs, so I could run a marathon. I participated in the Gold Coast Marathon.

**What advice do you have for others considering a career in aged care?** If you are a caring person and like the elderly - come and join us!



## Meet your neighbour

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

**Tell us briefly about your upbringing. Where did you grow up and what's a favourite memory from your childhood?** I'm from Niederkassel in Germany. It's a small town on the river Rhine, between Colone and Bonn. I have memories of going to a friend's farm a lot - I used to harvest sugar beet in the fields.

**Tell us about any jobs you've held in your working career and what you enjoyed most?** I did an apprenticeship as a sales lady for three years. Stayed in that role until I got married and had children, then immigrated to Australia. I worked for the government in Darwin when we arrived.

**Where have you lived?** I've lived in Germany, Sydney, Darwin then finally here in the Bundaberg region.

**What hobbies/sports/special interests have you had throughout your life?** Tennis, reading books, playing cards.

**What's your favourite way to spend the day nowadays, here at Palm Lake Care?** Still reading, and also watching television.

**What are three words that best describe you?** Caring, thoughtful, truthful.

**What advice do you have for young adults?** To always be honest and think carefully before you act.



# Your questions, our answers

We often get asked similar questions by residents and family right across our group of Palm Lake Care communities so we thought we'd answer some of the more common ones revolving around the roles of our staff.

**Who should I talk to if I have a health concern or need medical attention?** For any health concerns, your primary point of contact is our nursing staff. Our Registered Nurses (RNs) are on duty 24/7 to address your medical needs, administer medications and coordinate with your doctors to ensure you receive comprehensive care. For less urgent questions, our Enrolled Nurses (ENs) and Care Assistants are also trained to help you with daily health monitoring.

**I'm not sure who to ask about the activities scheduled for the week. Who organises these?** Our Lifestyle Coordinator is the go-to person for all things fun and recreational. They're responsible for planning and overseeing our events calendar, which includes a variety of activities designed to suit all interests and abilities. Feel free to approach them, or anyone on the Lifestyle Team, for information on upcoming events, to provide feedback, or to suggest new activities.

**Sometimes I need help with personal tasks. Who is responsible for assisting with these?** Our Care Assistants are here to support you with personal care needs, such as bathing, dressing and grooming. They are trained to provide support with respect for your dignity and preferences.

**I have specific dietary needs. How does Palm Lake Care ensure that my meals are suitable for me?** Our kitchen staff are well-informed about the nutritional needs of our residents and they are skilled in preparing a variety of meals that cater to specific health conditions and preferences. If you have any special dietary restrictions or requests, please discuss them with our nursing staff. They will communicate your needs to the kitchen team to ensure your meals are not only nutritious and safe for you but also enjoyable. Our aim is to provide you with a dining experience that supports your health and wellbeing without compromising on taste.

**The tap in my room is leaking. Who should I report maintenance issues to?** Our maintenance team is on hand to resolve any issues with your living space or the community's amenities. For urgent problems, please report to any staff member, who will then pass on the message immediately. For non-urgent maintenance requests, you can either inform a staff member or put in a request at reception.

**I'm feeling a bit down lately. Is there someone I can talk to for emotional support?** We're here to support your emotional wellbeing in addition to your physical health. If you're feeling down, we encourage you to speak with one of our RNs. They are equipped to listen and provide initial

## Navigating the festive season

The holidays, while festive, can also bring a flurry of emotions and stress.

It's important to navigate this season with care, especially within our close-knit community here at Palm Lake Care. First and foremost, it's vital to recognise and honour your feelings. It's perfectly normal to experience a range of emotions during this time and giving voice to these feelings can be incredibly cathartic. Don't hesitate to talk to a staff member, a friend, or reach out to loved ones for support when you need it.

Establishing a daily routine can be a source of comfort. Engage in activities that bring you joy, such as reading, crafting or joining one of our organised social events. These consistent routines help provide a sense of order and normalcy. Connection is also key during the holidays. Participate in our community's holiday events or enjoy leisurely chats with your neighbours. If you're inclined to use technology, a video chat can bridge the distance between you and your family.

Gratitude can also be a powerful tool for mental wellness. Reflecting on the aspects of your life that you're thankful for can enhance your mood and outlook. Consider sharing stories of gratitude with friends during a coffee or in a casual setting.

If you find yourself feeling overwhelmed by the festive rush, remember that setting boundaries is healthy. It's okay to choose which activities you want to participate in and which you might skip this year. Our dedicated staff are always here to support your mental wellbeing. Should you find the season challenging, we encourage you to reach out for the support you need.

support and they can facilitate a referral for further assistance from a psychologist or counsellor in the community. Our RNs have strong connections with local mental health professionals and can arrange for you to receive the compassionate care you need. It's important to take care of your emotional health just as you would your physical health, and our team is here to support you every step of the way.

**I would like to discuss my care plan. Who is responsible for this?** Your care plan is managed by our RNs who coordinate with the entire care team, including therapists and support staff, to ensure that your individual needs and preferences are reflected in your personalised plan. No appointment is necessary - simply speak with an RN at any time, who can schedule an appointment with our Clinical Nurse if required.



**Pictured above:** Check out our ladies lunch outing. We enjoy trying all the different clubs and taverns around Bargara. **Pictured left:** A Bundaberg Regional Council representative came out and did a presentation on emergency services and gave audience members each an emergency kit. Residents said they found the presentation very interesting.



**Palm Lake Care  
Clinical Governance Manager,  
Melissa Ostrouhoff**

Clinical Governance is an integral and vital component of aged care service. In a nutshell, it is about ensuring that every resident gets the correct, and preferred, cares and services within each and every Palm Lake Care community. As can be imagined, however, in places where people live and work together, and where individual choice and preferences are expressed, this is a journey that requires clear and open communication, often on an ongoing basis.

To ensure individualised care within Palm Lake Care, communication begins prior to admission. A nurse will meet with prospective residents, or their families, to get an understanding of care needs. This enables the team to make preparations for admission. Communication then continues on the day of admission and throughout the weeks that follow so that our nursing staff can accurately assess our residents' care needs and noted preferences.

Regular reviews and audits are then conducted to ensure that we are meeting these needs and preferences, and that we are responsive to changes in condition. Every day, meetings are held onsite to discuss resident needs and daily activities. Every month, open meetings are held with staff and residents alike and we audit clinical services. Every three months, we partake in the National Mandatory Quality Indicator Program (NQIP) as designated by the Aged Care Quality and Safety Commission (ACQSC), including resident surveys, to review differing aspects of care service. Based on the information we receive, we update our services to ensure that they are tailored to the residents onsite. Staffing is also reviewed to ensure we have enough qualified team members to meet these needs.

Open and honest communication, and subsequent review and monitoring, form the core context of Clinical Governance. Palm Lake Care welcomes all constructive feedback to support resident care outcomes. We wish to work with you, to ensure that in all aspects we work actively to meet preferences and requirements. We offer an open invitation for you to speak to our staff, or organise a meeting, so that we can be on the same page and working proactively together for positive outcomes.



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

Hello to all our valued residents! Summer is fast approaching and you know what that means? Hydration is key. Our Clinical Team will be ensuring you are drinking enough fluids. But guess what? Drinking isn't the only way to get your fluid intake. We can also increase our intake of high fluid-content foods like jelly, ice-cream, custard, soups and ice blocks. The elderly are more susceptible to dehydration and especially so in the warmer months. This can lead to more occurrences of urinary tract infections, so please remember to drink adequate fluids. Challenge yourself to finish the jug/ bottles provided in your room each day and ask the kitchen for an ice block on those hot days.

# Important information

## Meet our Central Support team

**Chief Executive Officer:**  
Dan Aitchison

**Chief Operating Officer:**  
Trish Heke

**Operations Manager:**  
Simone Ross

**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.

## 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.

## 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!