

The Difference

PALM LAKE CARE BEACHMERE AUGUST - SEPTEMBER 2024



Seafood delight

“Seafood on the deck” was a recent initiative to give our residents a (literal) taste of the immense skills among our kitchen team members.

Given our gorgeous seaside location, a seafood smorgasbord was a brilliant option, enjoyed on our sunny waterfront deck. The weather was beautiful which made this particular event perfect. Given its popularity, this initiative is now a bimonthly event, and our residents are already looking forward to their next seafood smorgasbord!

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 Beachmere
Service Manager,
Ram Korla

I hope this newsletter finds you well, as we navigate the cooler months. Please remember to prioritise your health and wellbeing during this chilly period.

We would like to extend our gratitude to the residents and families who attended our recent Meet and Greet event. We enjoyed the opportunity to connect with you and look forward to hosting these gatherings in the future. Our seafood lunch in June was also a resounding success, with residents thoroughly enjoying the cuisine. We are pleased to announce that this delightful event will now be held quarterly. On the topic of meals, our staff and residents barbecue in June provided a wonderful opportunity for social interaction. To facilitate future events, we are in the process of installing a permanent barbecue area. Also, to enhance the enjoyment of our residents, we are planning to submit a request to council for the construction of a walkway from our backyard to the beach. This would provide a convenient and scenic route for leisurely walks.

As August marks the second anniversary of my appointment as Service Manager at Palm Lake Care Beachmere, I would like to express my sincere appreciation for your support throughout this time. It has been a pleasure serving this community.



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 Beachmere

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

PHONE:
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STREET ADDRESS:
145 Bishop Road,
Beachmere QLD 4510

EMAIL:
beachmerecaresm@palmlake.com.au

WEBSITE:
palmlakecare.com.au

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

Key local personnel

Service Manager: Ram Korla
beachmerecaresm@palmlake.com.au
Service Manager Support: Daniel Rae
Admin: Uzma Naved and
Susanne Saar-Kalleske
Customer Experience Officer:
Tracey Cognetta
Clinical Manager: Dean King
Clinical Nurse: Sweta (Amber) Prasad
Lifestyle Team Leader: Abby Foote
Housekeeping Team Leader:
Christine Lanigan
Maintenance: Michael Carpenter
Chef Manager: Neil Galpin



News briefs



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 (as 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!"

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 meeting dates:

- August 14
- September 11
- October 9
- November 13

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

Have you met these new faces?

We've recently welcomed a host of new team members onboard and others have changed roles. If you see any new faces around our community, make sure to stop and say hi while also congratulating those other staff members who've moved into exciting new positions:

- Janiece Crowe moved from reception into a role as a carer/lifestyle assistant
- Susanne Saar-Kalleske has been appointed an admin officer in our reception team
- Our new Clinical Manager is Dean King
- Our new Clinical Nurse is Sweta (Amber) Prasad
- Our new Service Manager Support is Daniel Rae.



Pictured left: A group of our residents enjoyed an outing to Donnybrook for lunch by the water. We ordered fish and chips, then found a nice spot to sit and eat. The conversation was very interesting as we had some of our newer residents on the trip and it was lovely to get to know them in a beautiful, quiet and calm environment.



Pictured this page: Our Service Manager, Ram, and the heads of our various departments invited residents and their family and friends to a lovely morning tea recently. The idea was to get some quality face-to-face time with those who could make it, ask for their all-important feedback and also introduce our newest staff members. It was a successful morning. Many of the family members said they enjoyed meeting some of the other residents and their family members, too.

Around the grounds



Pictured above and left: To get everyone in the mood for the 2024 Olympics and the Paris experience, our residents were invited to try some French delights for afternoon tea, recently. We had macarons, creme brulee and caramel Danish with our coffees. Some residents shared past experiences they had in Paris, as well as stories from family members and friends who have travelled there.





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.



State of origin

Pictured above: The State of Origin football series was a lot of fun, here at Palm Lake Care Beachmere. We all dressed up in our colours for the State of Origin games and, of course, there was a lot of playful banter between the maroons and the blues. We hosted a fun State of Origin bocce competition and (unfortunately!), New South Wales won!

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!