

The Difference

PALM LAKE CARE BEACHMERE DECEMBER - JANUARY 2024



Puppy playdate



Pictured clockwise from top: Harvey, Muriel, Joyce and Ted all scored cuddles from our Neil's visiting furkids.



Not only is our beloved Chef Manager, Neil, responsible for our tasty menu, he's also a proud puppy dad!

Neil and his wife, Shelly, breed a variety of cockerspaniels. We were so grateful to Shelly for taking some time out of her day to bring two of their puppies in for us to pat and cuddle.

Ava and Austin enjoyed the cuddles just as much as our residents loved giving them out - in fact, it was hard to work out who was more happy to see who! One resident in particular was not going to part with Ava and we thought Neil would have to step into his protective father role - ha!

That same afternoon, to top off a lovely time, our residents enjoyed an ice cream cone on the deck, with the view. And, of course, Ava and Austin were treated to a reward as well.

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 Beachmere
Service Manager,
Ram Korla

It has been fantastic start to summer with lot of sunshine and residents enjoying the beach view everyday here at Beachmere. Good news is that we haven't seen any snakes yet! We had an animal farm recently visit us and the animals were enjoyed by many residents. Picnic bus trips commenced this month and will continue to be part of our residents' lifestyle calendar.

Recruitment has significantly improved and we have welcomed new staff onboard including new Registered Nurses and Personal Care Assistants. I would like to thank our residents and staff for their cooperation over the past three months whilst we were recruiting new staff. National mandatory quarterly surveys will be sent out shortly to residents and families.

I wish you all a wonderful 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 Beachmere

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

PHONE:
07 3517 7000

STREET ADDRESS:
145 Bishop Road,
Beachmere QLD 4510

EMAIL:
beachmerecaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

Service Manager: Ram Korla
beachmerecaresm@palllake.com.au
Admin: Uzma Naved and Janiece Crowe
Customer Experience Officer:
Tracey Cognetta
Clinical Manager: Richa Timilsina
Clinical Nurse: Aasa Singh
Lifestyle Team Leader: Abby Foote
Housekeeping Team Leader:
Christine Lanigan
Maintenance: Michael Carpenter
Chef Manager: Neil Galpin



News briefs

Are you planning to stop by this feative season?

Just a reminder that the front entrance door/gates here at Palm Lake Care Beachmere are open from 6am to 6pm.

All visitors must log into LOBBY at reception before you proceed into our community.

A new wave of Covid has been reported in some parts of our state so please remember to wash your hands/use sanitiser when entering and exiting our community and if you are unwell, please wait until you are feeling better to stop by.



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!

Best wishes!

Here's who is celebrating another lap around the sun in the coming months. We wish them all the happiest of birthdays!

December: Judith Weaver, Neil Rice, Judith Sams

January: Joyce Pirie, Brian Vincent, Victor Dennison, Elva Daghish, Joan Gibbs, Matthew Slaughter, Myredth Bristow

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. Here are the next few meeting dates so you can plan ahead:

- December 13
- January 10

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



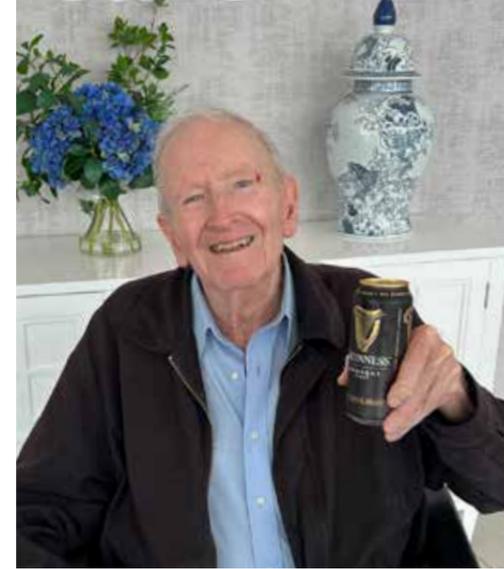
Pictured above and left: Halloween had our community decorated in orange and black, while some of our residents also got in on the spooky action! This year we played tabletop games and did magic tricks for a trick or a treat. First game was to bounce an eyeball (ping pong ball) into the egg carton. Each person got five attempts. The most eyeballs in the carton won the trick or treat. Second game was to throw brains (a fidget ball that had bumps on it) at the cups and knock down as many ghosts (white plastic cups with faces drawn on them) as possible, most down wins. Third game was a magic trick. We had three cups and one had an eyeball under it. Staff shuffled the cups around and people had to pick the one with the ball under it. This got tricky indeed! Some of the players were quite watchful and did pick the correct cup often. This was the favourite game of the day - judging by the laughs!

Around the grounds



Pictured above and right: From spooky Halloween costumes to the glamour of Melbourne Cup, we've had plenty of reason to dress up and have fun in recent weeks!

On Melbourne Cup day, we played table games, there was a Fashions on the Field event showing off some spectacular fascinators and fashion. Then, of course, we watched the race on the big screen in the theatre and cheered on the winners. Our sweeps prizes went those luckiest people on the day.



Meet your neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY RESIDENTS, KEN TODD.

I was born in Windsor and grew up in Brisbane. After going to school, my first job was a survey draftsman. I then was called up in the National Service and went into the RAAF. At one point in my life, I applied to RAAF to be in the air crew. I got accepted, however, I didn't graduate. Those who did were the ones to bring the F111s to Australia.

I married my wife Shirley in 1958 after meeting her at Cloudland. This was the place to go to meet people - it was nicknamed "the happy hunting grounds"! We were married for 61 years before Shirley passed away from Alzheimers in 2021. We lived in Geebung, Clayfield and Murrumba Downs. We have three children including a son and two daughters. My son is a civil engineer, one daughter is a nurse and working in aged care and my other daughter works with a solicitor. I have six grandchildren and two great grandchildren.

A series of career moves led me to become Senior Draftsman at Brisbane City Council. I went to the University of Queensland to study and became town planner for Brisbane City Council, then a move to Pine Rivers Shire Council as a shire planner. After 10 years in a private company, I formed my own consultancy. This lasted until I retired. My career took me to many places working on projects such as the 50-year plan for Bond University, going to Darwin after Cyclone Tracey, to New Orleans after Hurricane Katrina to assist with redevelopment and town planning. I am a life member of the planning institutions and Kallangur Probus - the highest achievement you can reach. I then retired at age 77.

I enjoyed owning nice cars including a BMW, a Mercedes Benz, four Volvos and four Jaguars. Both Shirley and I have a favourite Jaguar out of all the cars. I have had a wonderful life with a lot of achievements and a beautiful family. Todds Rd at Lawton was named after my great grandfather and Todds Circuit in Darwin was named after me: The perks of being in town planning! I moved into Palm Lake Care Beachmere in February 2021 not long before my wife passed away.



Meet a team member

THE SUCCESS OF PALM LAKE CARE BEACHMERE COMES DOWN TO OUR DEDICATED TEAM. PLEASE MEET UZMA NAVED WHO IS OUR BEACHMERE 2023 EMPLOYEE OF THE YEAR!

Uzma is a warm and friendly part of the administration team at Palm Lake Care Beachmere and has been for one year. During this time, Uzma has made us all smile and laugh with her wonderful sense of humour - and just being Uzma!

Uzma grew up in Kashmir and then moved to Auckland, New Zealand. Uzma and her partner moved to Brisbane six years ago. Uzma admits she doesn't like the heat here and prefers to be cold.

"I have had various roles in the workforce over the years," she explains. "I have worked in cafes to administration roles, and then studied Allied Health. I actually started here at Palm Lake Care as a physio aid, working with the physiotherapist.

"In administration, my role is to get the rosters organised, to ensure staff are paid, work alongside the HR department to welcome onboard new staff, as well as assisting the existing staff. I am more 'behind the scenes'. With all the changes in our systems, I think I have achieved a lot in one year.

"When I am not here, I like to watch horror movies, although I am scared all the time! I like going for long drives and looking at all the different places. I like to go with the flow and see what happens. I am looking forward to seeing my parents very soon when I visit New Zealand."

For those who have not met her yet, Uzma is always available for a chat in her office, or when she is walking around. Uzma is friendly and loves to joke around so be sure to say hello to her next time you pass her by!

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.



Around the grounds

Pictured left: Gerry is one of our most popular entertainers. Gerry comes and visits us every two weeks and loves to play for the crowds. He plays the keyboard and the residents sing to the tunes themselves. It is a lovely way to start a Friday morning, with exercise, then Gerry playing music while morning tea is served.



**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 Beachmere
Clinical Manager,
Richa Timilsina**

We are excited to announce that our clinical team is expanding with the addition of a new Clinical Compliance Coordinator (CCC). This new position will focus on ensuring that Palm Lake Care Beachmere continues to provide the highest quality of care to its residents.

After a thorough search process, we are pleased to welcome Audrey Bailey as our new CCC. Audrey brings a wealth of experience and expertise to this role, and we are confident that she will be a valuable asset to our team.

The CCC will play a key role in implementing new quality and compliance initiatives, as well as monitoring and evaluating the effectiveness of our current programs. This will help us to ensure that we are always meeting the needs of our residents and providing them with the best possible care.

We are committed to providing our residents with a safe and secure living environment, and we believe that the addition of this new role will further strengthen our commitment to quality care.

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!