

The Difference

PALM LAKE CARE BETHANIA DECEMBER - JANUARY 2024

Here comes the festive season!



The celebrations have been huge in recent weeks with Halloween and Melbourne Cup thoroughly enjoyed.

Both our residents and the Palm Lake Care team enjoyed dressing up for these occasions, with great food, toe-tapping music and loads of laughter the backing track for both days. These community-wide events bring us all together and were a wonderful prelude for our upcoming Christmas and New Year celebrations - we can't wait!

Pictured clockwise from top left: Helena, Kay, Suzanne and Isle all got into the spirit of Melbourne Cup, while our Maintenance Officer, Jason (right) also backed a winner!



Pictured right: Halloween gave us another reason to pull out some costumes and share some (spooky) smiles!



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 Bethania
Service Manager,
Vanessa Gawith**

Our residents have been enjoying themselves with loads of activities and outings on our event calendar – it's always a busy time of the year. As the festive season approaches, there's a lovely energy throughout our community as we welcome visitors and extended family and friends. I love hearing the chatter and laughter throughout the community and seeing our residents' smiles.

Our residents and team members recently voted for Palm Lake Care Bethania's 'Employee of the Year' and we are excited to announce that Sharon from the Housekeeping & Laundry Team was successful. Sharon has been with us since 2014 and is dedicated to providing great service to our residents with no request too small and always with a smile. She went on to represent Bethania at our company-wide, end-of-year event, and was up against the top employee from each of the six other Palm Lake Care communities. Congratulations to Fay from Deception Bay on taking out the overall award. Congrats also to our CM Tina for winning the company's Clinical Excellence award. All the winners are listed on Page 3.

Don't forget: We always welcome feedback. Please come and say hello!



**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 Bethania

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

PHONE:
07 3086 3000

STREET ADDRESS:
1 Goodooga Drive,
Bethania QLD 4207

EMAIL:
bethaniacaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

Service Manager: Vanessa Gawith
bethaniacarefm@palllake.com.au

Service Manager Support:
Janene Sayers

Admin: Leanne Gronfors, Tracey French

Clinical Manager: Tina LeClaire

Clinical Nurses: Ajimole Pappari Mathew,
Ayman Salameh

Lifestyle Team Leader: Michelle Battye

Lifestyle Team: Sandi Lewi, Karen Rayner

Maintenance: Jason Campbell

Chef Manager: Veijo Lehto



News briefs



Surprise birthday party!

Recently, we went on a scenic tour to Kelvin Grove. We invited Veronica (pictured above) along because we wanted to surprise her for her 96th birthday and thank goodness she agreed to join us that day! We arrived at our destination - Veronica's house before coming into Palm Lake Care - and her face lit up with glee! We got out to have a quick look just on the outside, but the people who were living in the house were very nice and offered us to have a look around. Veronica was mainly interested in seeing the shrubs she had planted and how much they had grown. Veronica reminisced about the fact she knew almost everyone who lived in the street. It was a very special trip for Veronica, our team and the other residents who shared all the excitement and joy. There were many tears of happiness - and not just from Veronica...

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!

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 upcoming regular Residents' Meetings:

- December 14, 11am
- January 11, 11am

No RSVP is required. We look forward to seeing you at these meetings, held in the cinema.

Our new faces

If you've seen a new smiling face around the halls of our community, it will most likely be one of these wonderful new team members:

- Shubam – Registered nurse
- Melanie – Food services
- Nathaniel – Housekeeping
- Lency – Personal carer
- Kinjalben – Registered nurse
- Aaiyah – Personal Carer



Pictured above: Here at Palm Lake Care Bethania, we offer a Wellness program twice a day. The program is growing in popularity and it's encouraging to see the residents engaging, having fun and benefiting from what they are doing. Our Wellness Program includes outdoor activities such as putt-putt golf.

Around the grounds

Here's what they say...

"Our family would like to thank you for the care of our mother and grandmother, Bev Follett, during her stay with you. She loved the friendly, caring staff and always conveyed positive feedback about you.

"We feel heartfelt gratitude for the support, kindness, compassion and comfort we were shown as a family, and for your enabling us to all stay by her side, to love and comfort her during her last days. This has been an extremely difficult time for us and it means the world to have been able to be with her. We are truly grateful.

"It warmed our hearts when you shared fond recollections and comments about Bev, and it is lovely to know she was positively regarded. I am pleased you got to meet Bev, as she was a beautiful soul."

— The Follett family



Pictured above: Our Brenda recently received a beautiful piece of wall art showing her family tree. You can see by the photo, she was incredibly happy with her thoughtful gift. Brenda has been at Palm Lake care for quite some time now and has made many friends among our staff and the other residents. Brenda enjoys her knitting and attends activities regularly.



Meet a team member

THE SUCCESS OF PALM LAKE CARE BETHANIA 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 DANAH KENNY...

Danah was born on the Sunshine Coast but moved to Brisbane to be closer to her boyfriend, who is now her fiancée. They are looking forward to being married in the next six months.

Danah has been working in the kitchen at Palm Lake Care Bethania for more than four years now and continues to enjoy her job. Danah says the best thing about working at Palm Lake Care is the interaction she has every day with our residents. Danah also counts her lucky stars that she works within a good strong team, with a wonderful leader. Palm Lake Care has an excellent name in the community which Danah says makes her proud to be part of this organisation.

On Danah's days off she spends time studying to be a makeup artist and enjoys practising on anyone she can get her hands on! Of course, Danah loves shopping (it's a girl thing, she says). Danah also enjoys spending time with her family and friends. Danah has two Ragdoll cats named 'Moo' and 'Bear'.

"They are my best friends, are so warm and wonderful and have great personalities," Danah says. "I love them to bits. Some may even say they are exactly like their owner!"



Meet your neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY RESIDENTS, JOYCE LILLYWHITE...

Joyce was born in England in 1943. She had a wonderful childhood, raised by her grandmother. Joyce joined the Royal Artillery Army when she was 18 and this where she met her husband, Bill.

"He turned 21 two days before we got married, and I was 20 at the time," Joyce recalls. "I left the Army when I fell pregnant with our first child. We had two children and eventually decided to move to Australia as Ten-Pound Poms and settled in Melbourne where I got a job in the Scotties factory where they made toilet rolls and tissues.

"If it got too hot to work, we used to say to a work colleague 'Drop!' and she would pretend to faint so we would all go home! We eventually decided to move to Brisbane because it had better weather, better lifestyle and was better for our kids.

"We settled in Mountain Gate and purchased our first home. My husband stayed in the Army and travelled around a lot, so we travelled as a family and have seen a lot of different countries and places.

"When Bill retired, we travelled all over Australia. Bill passed away about four years ago. I stayed at home for as long as I could before coming into Palm Lake Care. I enjoy living at Palm Lake Care because everyone is so polite, friendly and they look after you well.

"I love seeing the entertainment here - some people have real talent. I also enjoy going on the outings."

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 this page: It was a breath of fresh air to welcome a local 'Mums & Bubs' group to Palm Lake Care Bethania. There were many special moments for our residents, sharing a hug, stealing a kiss and a cuddle and even enjoying some lovely story time. It was such a great visit that we look forward to having them back in the New Year.



Clinical Manager, Tina LeClaire

This past month, the Clinical Team concentrated on advancing their acute clinical skills with Registered Nurses, Enrolled Nurses and the Lifestyle Team undertaking their first aid training and qualification with the Queensland Ambulance Service.

The Clinical Team also continued their training with onsite interactive education focusing on clinical skills building, through clinical assessment and critical thinking education. This education supports our team members in responding to changes in residents' conditions and emergency situations they may face with our residents.

We have also welcomed Registered Nurse Shubam to our Bethania Clinical Team. Shubam joins us with extensive aged care nursing experience.

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.

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!