

The Difference

PALM LAKE CARE CALOUNDRRA AUGUST - SEPTEMBER 2024



Christmas comes early

Who says Christmas should only come around once a year?! Our Palm Lake Care Caloundra community thoroughly enjoyed 'Christmas in July' in recent days. Service Manager Janene even managed to organise a visit from the man in red himself, direct from the North Pole! Ho ho ho - it was a very festive day for all!



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



Welcome



**Palm Lake Care Caloundra
Service Manager,
Janene Sayers**

August promises to be an exciting month here at Palm Lake Care Caloundra, filled with celebrations and special events! On Wednesday, August 7, we will celebrate Aged Care Employee Day. This is a wonderful opportunity for us to acknowledge and thank our dedicated staff for their hard work and commitment. We have planned a big celebration for both staff and residents, and we are looking forward to a joyful day together.

With the Olympics happening this month, we also have a series of exciting activities and events planned to bring the spirit of the games to our community. We encourage everyone to join in the fun and cheer for your favourite athletes!

We are also thrilled to introduce Emma Hathaway, our new Clinical Manager, who will be joining us this August. Emma brings a wealth of experience and a passion for dementia care. We are looking forward to a meet and greet where you can all have the opportunity to welcome her personally.

Thank you for being a part of our wonderful community. We hope you enjoy all the exciting events and activities we have planned this month!



**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 Caloundra

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

PHONE:
07 5355 7100

STREET ADDRESS:
95 Village Way,
Little Mountain QLD 4551

EMAIL:
caloundracaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

Service Manager: Janene Sayers
janenes@palllake.com.au
Service Manager Support:
Brandon Del Rosario
Clinical Manager:
Emma Hathaway
Housekeeping Team Leader:
Lisa Wilkinson
Lifestyle Team Leader:
Julie Bresolin
Maintenance: Michael Driscoll



News briefs

Congrats, team!

We love celebrating our most dedicated, loyal and hard working caregivers and our Employee of the Month award recognises just this. Our winners are:

June: Sabi, PCA

July: Lily McLeod, PCA



A decades-old love story

Check out Palm Lake Care Caloundra residents Max and Joan Davies. This delightfully loved-up pair just celebrated their 73rd wedding anniversary! What a milestone - and a fairytale love story! Congratulations from everyone across the Palm Lake Care group.

Meet Brandon

Brandon del Rosario, our new Service Manager Support, brings a wealth of experience and passion to Palm Lake Care Caloundra. With a background in fine dining, large-scale catering and hotel events, Brandon has worked in numerous venues, including under the renowned chef, Wolfgang Puck, at the Oscars Governors Ball as well as assisting in catering for the world famous Grammy Awards.



An avid surfer and rock climber, Brandon loves outdoor activities and brings the same enthusiasm to his work. His extensive culinary background has been invaluable in

enhancing dining experiences within the aged care community. Over the past five years, Brandon says he has dedicated himself to aged care, finding joy and fulfillment in this role.

Best birthday wishes, to you



Nellie turned 99 and Wilma marked 94 years recently. Happy birthday to you both!

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 meeting dates for your diary:

- **Residents' Meetings:** Aug 6, Sept 3, at 11am
- **Food Focus:** Aug 27, Sept 24, at 2pm

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



Pictured above and right:

Our recent Christmas in July festivities gave us a wonderful opportunity to connect with our neighbours and also invite our family and friends along for the celebration. Who says Christmas should only be celebrated once a year?!



Around the grounds



Pictured above: Thank you to Clarence's wife for making 17 knee rugs for our residents! They are being thoroughly enjoyed in these colder months. Every time she visits she brings more beautiful rugs for our residents - we are so lucky!



Pictured above: Pride Week was a colourful celebration.



Pictured above: We haven't let the 2024 Paris Olympics go by without a little Olympic fanfare of our own. Check out these four competitors in the Powerlympics: our very own Team Caloundra Cannonballs!



Pictured above and right: More birthday celebrations for our community - we love sharing these special moments with our residents!



Meet the team

LIKE INTEGRAL LINKS IN A VERY IMPORTANT CHAIN, EVERYONE'S ROLE HERE MAKES A DIFFERENCE. MEET RACHEL HUTCHINSON WHO WORKS IN ADMINISTRATION/RECEPTION...

What are three ways to best describe you? Kind, caring and friendly - and I enjoy a good laugh!

Tell us about your other employment/work roles leading up to your current position with Palm Lake Care? I

have worked in many administration roles throughout my career. My first job after finishing school was with Westpac Bank and I was with them for 14 years before moving to New Zealand to work for 4 years. I was an event manager doing events in many industries over 10 years. I was a customer service manager and loan processor for a mortgage Finance Broker and most recently for a building business who provided home modifications for aged care, DVA and NDIS participants.

What does the average day entail, in your role here?

Answering the phones, greeting everyone who walks through the front doors, staff rosters and more.

What's your favourite part of the job? The people – the residents, their family members and staff.

How do you like to spend your downtime/days off? I

have lived on the Sunshine Coast since 2002 and enjoy going to the beach and having time on the water on our jetski. I love spending time with my two adult children and my partner. We also enjoy live music with good coffee or wine and great food with our large group of friends.

What is something that our residents may not know about you? I was born in Mareeba, North Queensland and am a very proud Australian despite having lived overseas and have many family members living internationally.

What advice do you have for others considering a career in aged care? Each day is different but it's a very satisfying environment to work in. There are always challenges, not problems!



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.



Mamma mia!

Pictured above: We took 24 residents along to see the Abba tribute show at Caloundra RSL recently. Our group enjoyed a fantastic show and wonderful three-course lunch. There were lots of singalongs and laughs - Julie from our Lifestyle Team went a little overboard, dressing up for the occasion!

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!