

The Difference

PALM LAKE CARE CALOUNDRA DECEMBER - JANUARY 2024

Happy birthday to all of us!



Can you believe we've already seen one year of operation here at Palm Lake Care Caloundra?!

It was this time, one year ago, that we started welcoming residents into our luxurious new building. There's no doubting that this aged caring community has only gone from strength to strength since.

With more than 100 residents now calling us home, there's a lovely ambience within this Master Builders' Association award-winning building! What a year we've had - and the future looks even brighter!

Pictured below, from left, not only did we celebrate a birthday, so too did Sharryn, Sandra and Fay. Best wishes to us all!

Here comes the festive season!



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 Caloundra
Service Manager,
Ushani Jayawardhana**

G'day, cherished residents and families! As the southern sun graces us with its warmth, we're delighted to share the exciting happenings planned for the coming months. Firstly, join us for a festive Aussie-style December! From tinsel to table, we're decking the halls and spreading holiday cheer throughout the community. Enjoy traditional Christmas treats, carols, sing-alongs and the company of loved ones as we celebrate this most wonderful time of the year. We will have a competition across the whole community to select the best decorated wing. The residents of that winning wing will win a special barbecue event dedicated specially to them only. Stay tuned for details of that.

In January, kickstart the New Year with a focus on health and vitality. Our wellness programs will offer activities that promote physical, mental and emotional wellbeing. For more details, please liaise with our Clinical Team or our qualified physiotherapist. Stay tuned for workshops, gentle exercise classes and informative sessions to keep you feeling your best.

As we navigate these summer months, we're excited about the opportunities for connection and joy. Keep an eye out for updates on upcoming events, new additions to our community and continued efforts to make Palm Lake Care Caloundra a place filled with love and laughter. Cheers to a December and January filled with sunshine, smiles and wonderful shared moments.



**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 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:
Ushani Jayawardhana
caloundracaresm@palllake.com.au
Service Manager Support:
Marcelle Loffelman
Housekeeping Team Leader:
Lisa Wilkinson
Lifestyle Team Leader:
Matthew Whitney
Maintenance: Michael Driscoll



News briefs



Congrats Julie!

We have an aged care superstar here at Palm Lake Care Caloundra! Julie Bresolin recently won a very prestigious award: the Sunshine Coast Excellence in Aged Care Award. She attended the ceremony at Caloundra RSL, where the award was presented by ex-Mayor Joe Natoli. This award validates all the hard work and commitment Julie has put into her career. Well done, Julie!

Pictured right: Julie was also named Palm Lake Care Caloundra's Employee of the Year!



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) for going on to secure our company's overall 'Employee of the Year' title. Well done, Fay!

Banner, a real treasure

Our lovely residents have been busy knitting and crocheting for the past eight months in preparation for Remembrance Day along with our Lifestyle Assistants, Julie and Claire (pictured right). A cross was drawn onto a cloth and then filled with poppies. Lots of residents and staff sewed one on, on behalf of their families. Julie then added the Lone Soldier and the Ode of Remembrance. The banner was completed by adding a field of poppies along the base. This was a true labour of love by all who took part.



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 11
- January 9

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



Pictured left and below: Melbourne Cup was such a wonderful day here at Palm Lake Care Caloundra. We got to dress up in some of our best clothes and fascinators - many of which we crafted ourselves. We awarded Fashions on the Field winners, enjoyed some lovely food and even watched a horse race among all the loads of festivities!



Around the grounds



Pictured above and left: Check out who entered and left the building recently: Elvis! Our musical entertainer, Tristan, brought such great energy and had our residents reminiscing about years gone by.



Meet a team member

THE SUCCESS OF PALM LAKE CARE CALOUNDRA 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 YOU TO MEET REBECCA...

Physio Assistant Rebecca Wise is one of our original Palm Lake Care staff, starting when we opened in November 2022. Rebecca became a physio assistant after watching her mum go through months of rehabilitation after losing her leg from septicemia. Her mum encouraged Rebecca to achieve her dream of becoming a physio assistant, whilst also juggling two young children.

Rebecca enjoys facilitating exercise classes and her one-on-one treatments. She also works alongside physiotherapist Jose with gym classes and wellness sessions including pain management and fall prevention lessons. Rebecca enjoys helping others and is supportive of both her fellow staff and the residents.



Pictured left: Rebecca's mum was the inspiration Rebecca needed to pursue her career in physiotherapy.



Meet your neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY RESIDENTS, BETTY SELLECK.

This edition, we would like to introduce one of our newer Palm Lake Care Caloundra residents, Betty Selleck. Betty was born in Carrum Downs, Melbourne. Throughout her younger years, Betty worked in shops and grocery stores. Betty was married but has been single for 25 years and has moved frequently. She has four sons, 11 grandchildren and five great grandchildren! Betty is interested in theatre, movies and follows the Richmond AFL Club. She used to loved going to watch them play.

Betty enjoys joining in the activities on offer here at Palm Lake Care but says she especially enjoys having her cappuccinos at our café. Betty is a light that shines brightly here at Palm Lake Care and we always look forward to seeing her smiling face cracking a joke and just having a chat with her. We are lucky that she chose us, here at Caloundra, for her home.



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 and above: Our bus trips are really helping us stay connected to our local community. From coffee stops to retail therapy, every trip is made that much 'sweeter' with an iceblock onboard!

Pictured left and below: It doesn't matter if your interest is in jigsaw puzzles or gardening, we like to tailor our activities offering to you!

Pictured above and right: Halloween had us all enjoying a little spooky fun!

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!