

The Difference

PALM LAKE CARE DECEPTION BAY AUGUST - SEPTEMBER 2024



Christmas comes early



Who says Christmas should only come around only once a year? Our Palm Lake Care Deception Bay community thoroughly enjoyed 'Christmas in July' in recent weeks. It gave us reason to get out the festive decorations and serve up a delicious Christmas-style meal with all the trimmings. Ho, ho, ho!

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 Deception Bay
Service Manager,
Kelly Roberts**

I would like to extend our heartfelt gratitude for your unwavering support during the recent outbreak in our community. Your understanding, kindness and patience during this challenging time have been truly remarkable.

I recognise the concern and fear that may have arisen, and we want to assure you that the health and wellbeing of our residents and staff always remain our top priority. Your support and cooperation have been instrumental in helping us navigate through this difficult situation. We are deeply grateful for your support, words of encouragement and acts of kindness. Your thoughts and prayers have meant a great deal to us and have provided strength and comfort during this trying time. We continue to work tirelessly to ensure the safety and wellbeing of our residents and staff. Thank you for standing by us and for your continued support and understanding.



**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 Deception Bay

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

PHONE:
1800 725 652

STREET ADDRESS:
42-46 Bay Avenue
Deception Bay QLD 4508

EMAIL:
deceptionbaycaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

Service Manager: Kelly Roberts
deceptionbaycarefm@palllake.com.au
Service Manager Support: Daniel Rae
Admin: Gillian Hodge and Tania Bell
Customer Experience: Erinn Gleeson
Clinical Manager: Jacalynne Peake
Clinical Nurse: Mamta Devi
Lifestyle Team Leader: Nadine Troth
Maintenance Officer: Dean Taylor
Chef Manager: Amit Jyoti
Housekeeping Team Leader: Michelle Fastlabend



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 our Service Manager, Kelly Roberts. 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).

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!"

Join a meeting

Each month we host:

- A general resident meeting
- A Food Focus meeting
- Consultative Committee meetings

These meetings are an opportunity to communicate with our residents and gather feedback about how to improve their overall happiness at Palm Lake Care Deception Bay. Communication regarding these meetings is located at Reception (next to the Lobby Tracker), in our resident communication folder and in our weekly lifestyle calendar. The minutes of each meeting and any resident communications are available in the meeting/communication folders located at our feedback station near the dining room. We encourage families to attend any of our meetings as your valued feedback is always appreciated.



Welcome Daniel!

Meet Daniel Rae, our New Service Manager Support. Daniel has several years of experience in aged care and is passionate about being an innovative leader. He has already won the hearts of the residents with his kindness, compassion and his wicked sense of humour. We welcome Daniel to our community and wish him a long and happy career at Palm Lake Care.

Pictured right: Keeping our residents happy (and entertained) at Happy Hour is very important at Palm Lake Care Deception Bay. Donut Day fell perfectly on a Friday and the residents loved seeing some of our staff get involved in the silliness of our donut-eating game! It's all in a day's work here at Palm Lake Care!



Around the grounds



Pictured above and right: Our cafe was bustling with excitement as VIP guests Trish Heke (Palm Lake Care COO) and Steve Wheeler (Palm Lake Care Support Services Manager) took over barista duties for the day. Surprising everyone with their skill and precision, they effortlessly crafted delicious caffeinated drinks for our patrons. The aroma of freshly ground beans filled the air, enticing customers to order another cup. Our VIP guests, who turned out to be pretty good baristas, impressed everyone with their latte art and knowledge of different coffee blends. Trish even baked delicious chocolate brownies and decadent cookies for our residents and the staff! All who attended were delighted by the personalised drinks made just for them by these unexpected baristas. It was a day to remember, with great coffee, good company and a touch of VIP excitement.



Delicious winter menu a big hit

PALM LAKE CARE IS INCREDIBLY PASSIONATE ABOUT OUR RESIDENTS' DINING EXPERIENCE. WE KNOW IT HAS AN INCREDIBLE IMPACT ON OUR RESIDENTS' HAPPINESS AND WELLBEING.

At Palm Lake Care, we are encouraged to be innovative, collaborative and creative and we believe our Deception Bay community does this exceptionally well.

Service Manager Kelly Roberts said a winter menu meeting was hosted in the Theatre in recent months.

"We started by asking the residents to close their eyes and imagine a cold winter's evening," Kelly explains. "We told them to imagine snow gently falling outside and a warm fire crackling in the fireplace. The table is set with a beautiful, hearty dinner that promises to comfort and nourish. The aroma of the hearty meal fills the room, creating a cozy atmosphere that beckons them to the table. We asked them to visualise taking a bite, the flavours melting in their mouths bringing a sense of satisfaction and contentment.] We then asked the residents to open their eyes and tell us the first meal that came to their mind."

Kelly says immediately the residents were discussing roasted meats, savoury stews and baked casseroles. The suggestion of a richly flavoured slow-cooked dish, paired with buttery mashed potatoes or crusty bread was met with many residents agreeing that this meeting shouldn't be completed before lunch as tummies were starting to grumble! Desserts like apple pie, warm chocolate pudding, or bread pudding topped with a dollop of whipped cream were the suggestions to a perfect ending to a cozy winter meal.

"Our Chef Manager then used this information to create the first draft of our new winter menu," Kelly says. "The first draft was published for the residents to peruse. Feedback and suggestions were welcomed and played a critical role with the publishing of the second draft winter menu.

"We then held a second collaborative meeting with the residents where we provided several menu items for them to taste. The Malaysian fish curry was the highlight of the meeting. The tasting of the menu created beautiful conversations amongst the residents about their worldly travels to exotic places. One of our residents suggested we add fresh oregano to our beef stew, and it certainly has taken the humble stew to a new level of satisfaction.

"The rollout of our winter menu was met with excitement, especially as it was also a very cold week for us in Deception Bay," she smiles. "Our residents all have access to our dining experience feedback forms and every day we collate this feedback to identify areas of improvement. Our chefs speak with residents after every meal to gather immediate feedback.

"We listen to our residents and are inspired to enhance their experience of being in residential aged care."

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.



Palm Lake Care Clinical Manager, Jacalynne Peake

Each month, we provide education to our residents at our regular meetings. The purpose is to empower our residents to make informed choices regarding their health and happiness. We have discussed nutrition, advocacy networks, end of life care and medication management. We encourage our residents to remain curious and enrich their personal growth. Life-long learning can help individuals to broaden their perspectives, cultivate new interests, and enrich their lives. Our Service Manager, Kelly, and I are committed to keeping our residents informed and engaged, so that they can in turn make informed decisions, participate in activities and drive positive change in our community.



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.

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!