

The Difference

PALM LAKE CARE DECEPTION BAY DECEMBER - JANUARY 2024

The race that stops a... care community!



Melbourne Cup Day saw our residents enjoy a variety of activities to celebrate the race that stops the nation.

From Fashions on the Field and a delicious lunch, to horse racing and a very fancy Happy Hour, there was something for everyone. We even hosted an on-site boutique for those who wanted to enjoy a little retail therapy with their race-day festivities!



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?



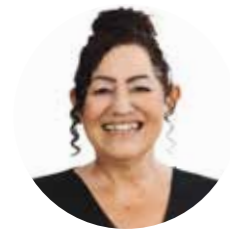
Here, you are welcome



**Palm Lake Care Deception Bay
Service Manager,
Kelly Roberts**

Recently, the Service Managers and Clinical Managers attended a two-day leadership workshop where the theme was about how to obtain and sustain resilience. What I have learnt is that being resilient comes from taking care of oneself holistically. We each need to take care of our physical, emotional, social, mental and spiritual wellbeing. It came as such a timely reminder (especially as we lead into the busiest time of the year), to reflect on my own holistic health and wellbeing. As your Service Manager, I am responsible for taking care of the daily operations of this community and to achieve this, I am also responsible for taking care of myself. By showing resilience through my own holistic health, I hope to encourage my staff and residents to also reflect on their wellbeing and open the conversation in the community to promote health and wellbeing. During the two-day workshop, the Palm Lake Care company awards were also announced and Deception Bay scooped the pool! I was humbled to receive the "Emerging Leader" award and beyond proud to see our Fay named 'Employee of the Year' for the whole company! Well done, Fay. You can read more about the awards on Page 3.

The whole community is excited for the festive season. We have a variety of activities planned to suit all our residents and I would encourage our extended families to join in on the fun. May all our friends and families of Palm Lake Care Deception Bay have a delightful, safe and happy festive season.



**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 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
Admin: Gillian Hodge
Customer Experience: Natasha Hughes
Clinical Manager: Jacalynne Peake
Clinical Nurse: Mamta Devi
Lifestyle Team Leader: Nadine Troth
Maintenance: Samantha Jose
Chef Manager: Amit Jyoti
Housekeeping Team Leader:
Michelle Fastlabend



News briefs

Join us at our various resident meetings

Resident feedback is crucial to how we improve our service delivery. In addition to daily communications with our residents, we have scheduled monthly meetings with our residents. These meetings consist of the following:

- Residents' general meeting
- Lifestyle activities meeting
- 'Food Focus' meeting

Dates are communicated each month via email and on posters on our resident communication board within the community. Here are the next few months' dates so you can put them in your diary:

December:

- Dec 6:** Residents' meeting
- Dec 11:** Food Focus Meeting
- January:**
- Jan 8:** Residents' meeting
- Jan 10:** Food Focus meeting

Residents and their representatives are warmly welcomed and encouraged to attend these meetings. They all start at 10.30am.

Pictured right: Our Fay Tupai was 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!

Here's what they say...

"I arrived to see four carers were chatting with mum yesterday. They were laughing and enjoying mum's company. I believe they don't just say they like her - I believe they LOVE her and her banter!"

"Every time I visit, I can only acknowledge to myself that mum is in the very best home. The rooms are large and airy. When I visited, it was lovely out in the garden with the residents and watching staff getting in and really helping in the garden. And, yes, I was so pleased by an impromptu visit to the Memory Support area to see the lovelies out in the sun and others in the lounge etc. I got to see for myself, the lovely carers caring for other people's loved ones."

- A visiting resident's daughter



Pictured above: Melbourne Cup really had us entertained this year - from the preparations beforehand in getting our fascinators and outfits ready, to the race day itself.

Around the grounds



Pictured above: Our wonderful night shift staff love to celebrate our themed events. Our night staff are quite often our 'lone workers' who look after our residents whilst the rest of us get our sleep. Here at Palm Lake Care Deception Bay, we have a spectacular night shift team, and they certainly should be recognised for their hard work and dedication. This is just some of them at Halloween!



Pictured above: It's beginning to look a lot like Christmas here at Palm Lake Care Deception Bay! How beautiful is our tree this year?!



Meet a team member

THE SUCCESS OF PALM LAKE CARE DECEPTION BAY 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 KRISTIE...

Hi, my name is Kristie and I am a Personal Carer at Palm Lake Care Deception Bay. People describe me as compassionate, always laughing and always having a smile on my face.

I have worked for Palm Lake Care for eight years now. I started as a cleaner, kitchenhand and even assisted in the laundry when needed. After a year with the company, I decided to become a carer and have never looked back.

As a personal carer, my day involves getting residents ready for their day. I love spending time with the residents and hearing their stories, but I also love getting to know their families as well. My main goal is making sure I can put a smile on every resident's face by the time I leave their room.

My family includes my husband, three sons and two dogs and I have enjoyed living in Queensland since moving from Victoria 15 years ago. Over the years, I have volunteered at the Redcliffe Surf Life Saving Club as well as the Sandgate Hawks AFL club.

If I could give advice to anyone considering working in aged care, I'd say: Just do it. You won't be disappointed. I have met so many lovely residents and work colleagues who are dear to my heart.



Meet your neighbours

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR RESIDENT COUPLES, KEN AND JUNE.

Ken was born and raised in Brisbane. His mother was a dressmaker in Woolloongabba and they lived in their apartment above the dress shop. Ken's favourite childhood memories were of his school days. His mother would give him threepence to ride the tram to school but Ken would often chose to walk and keep the money for himself! After school, Ken worked in the Post Master General (PMG) as a Technical Officer. He most enjoyed the friendships he made here. Ken also played football in his earlier years, however he stopped due to being "knocked around too much".

June was born in Maryborough and then moved to Brisbane as a child. She went to school in Brisbane and then became a nurse. Ken was driving a friend to pick up that friend's girlfriend one evening. The girlfriend asked if they would mind giving her friend a lift as well, due to wet weather. This is when Ken met June - and their life together began.

Ken and June had three children. They moved to many different places due to Ken's work with the PMG. Their favourite place to live, however, has always been Brisbane. Ken and June travelled Australia together in a caravan, their favourite place being Ayres Rock.

Since joining us at Palm Lake Care, Ken and June spend their days together, "getting well cared for" they say. Ken describes himself as "a lucky bloke" - as he got to marry and have a life with June. Ken describes June as "a great mother and a great friend". When we asked the pair what advice they had for the younger generation, they said "Spend wisely and have respect for one another".

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.

Clinical Team news



**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 Deception Bay
Clinical Manager,
Jacalynne Peake**

As we move into summer, it is a timely reminder of the importance of keeping hydrated. Dehydration is quite common and a very serious condition. It's important to drink water to make sure your body functions at its best. When the body doesn't have enough water, the amount of blood in the body (blood volume) decreases. This can cause low blood pressure which ultimately increases the risk of injury from falls. Signs you may need to drink more water include dark urine, dizziness, tiredness, irritability, feeling thirsty, loss of appetite and fainting. Please listen to your body signals on hot days and inform care staff or the RNs if you are not feeling well. Early treatment for dehydration will reduce the need for hospitalisation. This past month, we introduced a new hydration station for all residents, staff and visitors in the café. Please help yourself.

Here are some tips for staying hydrated as we move into the warmer weather:

1. Drink enough through the day - drinking less will not help with incontinence. In fact, drinking less will make urine stronger and irritate your bladder.
2. Choose water. This is your best choice on hotter days. If you are drinking alcohol, ensure you have a glass of water between each drink. Swap a glass of fizzy drink, tea or coffee with water.
3. Try creative ways to make your water interesting, eg. add a slice of lemon, orange, watermelon.
4. Don't wait until you are thirsty. Drink at regular intervals.
5. Bring a water bottle with you everywhere.
6. If you need another jug of water, please ask staff to assist you with this.

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!