

# The Difference

PALM LAKE CARE MT WARREN PARK DECEMBER - JANUARY 2024

## Horsin' around!



The race that stops  
Mt Warren!



We were off and racing at Palm Lake Care Mt Warren Park to celebrate the Melbourne Cup this year.

Everyone enjoyed dressing up and attending a morning of entertainment by Cameron Smith. Our very own Hubert even got up and sang us all a song.

After the concert we judged the best dressed residents by crowd participation and this competition was won by Pat and Eva - both ladies looking stunning!

After our Fashions on the Field, we had our very own Palm Lake Care horse race which was hilarious. The residents who participated in the game named their horses and gave us a bit of a story of where those horses came from. We had 'Wayne from Spain', 'Steven from Sales' in Victoria, 'Johnny from Brisbane' and 'Sid from Sydney'. The audience members each chose a horse to bet on and cheered them along. We had a late starter from the gate, then things were neck and neck, but eventually Wayne from Spain took out our Palm Lake Cup!

After a morning of fun, the residents returned to their dining room to enjoy a lovely buffet lunch of ham, turkey and assorted salads followed by dessert. At 2pm, everyone gathered in the theatre to watch the race on the big screen with more champagne and nibbles. It was such a lovely day!

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### 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 Mt Warren Park  
Service Manager,  
Caroline Bosnic**

Hello all - It's at this time of the year that Palm Lake Care Mt Warren Park has many reasons to celebrate. There have been so many wonderful events already held at Palm Lake Care Mt Warren Park this year – with even more to come in December. But the biggest reason for celebrations, by far, is that our community has scooped the pool at the annual Palm Lake Care company-wide awards. Going up against six other Palm Lake Care communities, our vibrant Lifestyle Team Leader, Leona, was named best in Lifestyle Services and I was humbled to receive the 'Leading Culture through Operational Excellence' award, for Service Managers. But the BIG news is that our Mt Warren Park community was named 'Community of the Year' - for the third year running! We are so pleased with our awards haul, but we honestly don't need the shiny trophies to know that ours is the best Palm Lake Care community of them all. These awards really go to everyone here - our team members, our residents and their families. It's a truly winning combination.



**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 Mt Warren Park

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

**PHONE:**  
07 3444 6000

**STREET ADDRESS:**  
33 Mt Warren Boulevard  
Mt Warren Park QLD 4207

**EMAIL:**  
mtwarrencaresm@palmlake.com.au

**WEBSITE:**  
palmlakecare.com.au

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

## Key local personnel

Service Manager: Caroline Bosnic  
mtwarrencaresm@palmlake.com.au  
Admin: Melissa Mohan-Druce  
Customer Experience: Hayley Alagiah  
Clinical Manager: Sangeeta Bhamoo  
Lifestyle Coordinator: Leona Counsell  
Housekeeping Team Leader:  
Tracie Hamilton  
Maintenance Officer:  
Adam Chamberlain



## News briefs



### Make a note in your diary...

**December 6:** Memorial service to honour our residents who have passed away throughout the year, hosted by Pastor Peter Palmer

**December 7:** Christmas stall by Pedals and Pots so residents can do some Christmas shopping.

**December 8:** Residents only Christmas party and luncheon

**December 14:** Christmas sing-along with the Hay family

**December 21:** Family Christmas party and Carols by Candlelight.

### Decorate your door comp is back this Christmas!

Don't forget to register your interest in our Palm Lake Care Mt Warren park "Decorate a Door" Competition this Christmas. Your door needs to be completed by Sunday, December 3 for judging (and taken down by January 6). Please register your door entry at our reception desk.

**Pictured right:** Our Leona was recently named Palm Lake Care's 'Leading Culture through Lifestyle Services' award winner for best Lifestyle Team Leader of the group. Congrats Leona!



### 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!

### Join us: Residents' meetings

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 meetings:

**Resident meetings:** December 13, January 10.

**Food Focus meetings:** December 29, January 19.

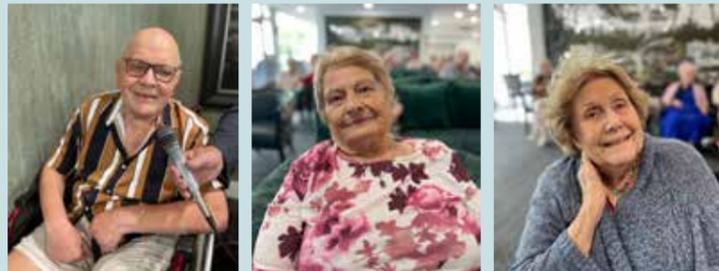
All meetings are held at 1.15pm in the Harlequin activity room. No RSVP is required. See you there!



**Pictured left and below:** We had some very fascinating furry visitors recently. These alpacas were warmly welcomed!

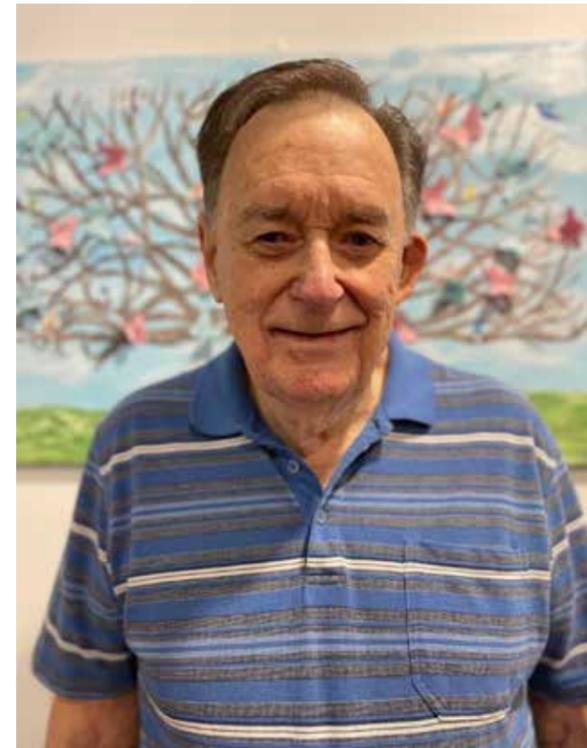


## Around the grounds



**Pictured above:** Freddy the cocker spaniel's weekly visits make Maureen's heart sing!

**Pictured left:** More memories from our Melbourne Cup event. From Fashions on the Field to the sweeps and the race itself, we did it all!



## Meet your neighbour

**WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY PALM LAKE CARE MT WARREN PARK RESIDENTS, TED GODDEN.**

I grew up in Bankstown in the western suburbs of Sydney. I was one of two children - I have a sister named Barbara. My favourite memory from my childhood is conducting and starring in a play for speech day. I was about 7 years of age. I was a young soldier in the play. I went to Bankstown Primary School then Homebush Boys High School followed by Sydney Tech where I completed a degree in accounting.

My first job was in the Sydney County Council where I worked for 10 years. I then got married and moved to Papua New Guinea to help establish the PNG Electricity Commission. I later became the General Manager. For my work in establishing the PNG Electricity Commission, the Queen awarded me an OBE (Order of the British Empire) in 1995. I left PNG in 1996, after 30 years, and returned to Australia and bought into a marina business on Bribie Island. During this time, because of my 30 years' experience in a developing country, I was offered short-term contracts in various countries by the United Nations. I ended up working in 23 different countries in the South Pacific and South East Asia. I did this work for 10 years before I retired to the Gold Coast. I moved to a retirement village in Eagleby after my wife died in 2017 and lived there for five years before coming to live at Palm Lake Care.

## Lifestyle Team's report

**WE HAVE BEEN BUSY AT PALM LAKE CARE MT WARREN PARK WITH OUR REGULAR ACTIVITIES AND BUS TRIPS INTO THE LOCAL COMMUNITY.**

One of the highlights of the previous month was having some alpacas come to visit. Having the opportunity to connect with animals is priceless and brings lots of joy to our residents. When residents come into aged care, if they have pets, they quite often have to rehome those animals with family and friends so having the opportunity to participate in pet therapy is very beneficial.

One of our residents, Maureen, receives a weekly visit from Freddy the cocker spaniel and sometimes Freddy will bring his sister, Pepper, as well. Maureen looks forward to these visits - in fact, until Maureen started receiving visits from Freddy, she very rarely left her room. Maureen tells us she loves Mondays and they are the highlight of her week (pictured Page 4, bottom right).

Everyone enjoyed celebrating Halloween with lots of spooky games and dressing up, even the staff got dressed up for the occasion. We have also enjoyed making our own succulent gardens and cooking apple cinnamon muffins.

I have two sons. Steven, my youngest, now lives in England with his family. My eldest son, Darin, lives in Papua New Guinea. I have lived in various areas over the years but my favourite place to live has been Port Moresby. I lived there for 30 years and had my family there. My wife was a champion tennis player and won a gold medal in the South Pacific Games while we were living in Port Moresby. I have good memories of Port Moresby.

When I was younger, I used to play tennis and rugby union and cricket. I also had an interest in stamp collecting. Nowadays, I am interested in horse racing. I'm a keen follower of the races and like to have a bet each week. I just ran the sweeps for everyone at Palm Lake Care for Melbourne Cup and enjoyed doing this.

Here at Palm Lake Care, I like to go to a lot of the functions and various activities that are hosted here. In my spare time, I like to look at the stock market and spend a bit of time on my computer. I have met some lovely people living here. I practically know everyone on the first floor.

If you asked me what three things best describe me, I'd say I'm tall, reasonably intelligent and easy to get on with. Oh, and sports minded.

My advice for young adults would be to chase your ambitions and continue doing so until you achieve them.

# 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 top left:** Betty, Maureen and Brian enjoy one of our in-house concerts. **Pictured left:** Gwyne and Wilma show us their green thumbs while making succulent gardens. **Pictured below left:** Duncan and Pat cook up a storm! **Pictured below:** Check out Irma and her new feathered friend on our recent Tygum Park bus trip.



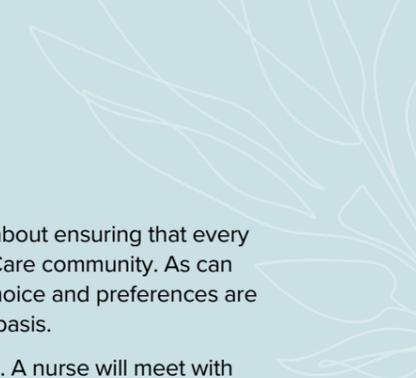
**Palm Lake Care  
Clinical Governance Manager,  
Melissa Ostrouhoff**

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.



# 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!