

The Difference

PALM LAKE CARE DECEPTION BAY OCTOBER - NOVEMBER 2024



The magic of movement



Exercising with our residents is a delightful journey filled with joy, laughter and a spirit of togetherness.

Engaging in gentle activities like sunny strolls, playful chair exercises, or fun stretching classes not only boosts strength and flexibility but also invites happiness into our residents' day. These shared moments create beautiful connections, fostering friendships that flourish through every chuckle and encouraging word. The magic of movement releases happy endorphins, lifting spirits and brightening moods. By embracing the power of exercise together, we transform each session into a celebration of life, nurturing both physical vitality and emotional wellbeing, while creating cherished memories.

**Your questions,
our answers**

Read on for how to make visits with your family and friends even more meaningful

**Here, we
are united**

In our new series, check out what your fellow Palm Lake Care communities are up to



Welcome



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

At Palm Lake Care, we are dedicated to involving our residents and their families in actively participating in their care and services plan. This collaboration is a heartening approach to resident care that brings together a diverse team of dedicated professionals and loving family members who work hand in hand for the wellbeing of our residents. This teamwork ensures that every aspect of our residents' needs is lovingly addressed, creating a warm and comprehensive treatment plan. By actively involving our residents in their own care journeys and encouraging self-management, this approach cultivates a sense of empowerment and satisfaction. Ultimately, collaborative care not only focuses on healing the body but also cherishes emotional and social wellbeing, creating a supportive environment where patients feel truly valued.

Every second month we invite our wonderful families to join us for an information evening about various aspects of aged care. We enjoy some tasty snacks and create connections whilst discussing very important topics related to our residents. Our next session will be in October, and we will talk about how we collaborate in partnership with our residents and their families to create care and services plans that meet the current needs and goals of each of our residents. All friends and family members are encouraged to attend.



**Palm Lake Care
Chief Operating Officer,
Trish Heke**

With more than four decades' experience in aged care, I've seen many changes and I can confidently say the proposed changes in 2025 are some of the most positive yet. As you know, the government funds aged care and relies on providers like Palm Lake Care to deliver these services based on that funding. The new Aged Care Act and Strengthened Standards, though slightly delayed, are designed to make sure that this partnership delivers even better care for you. These changes are all about ensuring you receive the safest, most respectful and highest quality of care. The government has listened to residents, families and caregivers, shaping these updates to address those important concerns.

At Palm Lake Care, we're already preparing to go above and beyond these new standards. We're making care more personalised for you, focused on your individual needs and preferences. There will also be more frequent check-ins from the Aged Care Quality and Safety Commission to make sure everything is running smoothly and that your experience is continuously improving. If you'd like to know how these changes might affect you, your Service Manager is always happy to chat. And if you're someone who likes to read the details, you can visit this link online:

www.health.gov.au/our-work/aged-care-act/about

We'll keep you updated with more information as it comes through, so you're always in the loop. Our amazing teams will also receive extra training to fully understand and apply these changes in their daily care routines, ensuring we maintain the highest standard of care you've come to expect.

Palm Lake Care Deception Bay

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

PHONE:
07 3293 5800

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

EMAIL:
deceptionbaycaresm@palmlake.com.au

WEBSITE:
palmlakecare.com.au

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

Key local personnel

Service Manager: Kelly Roberts
deceptionbaycarefm@palmlake.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

Join us at an upcoming meeting

Each month, we host a general Residents' meeting, a Food Focus meeting and Consultative Committee meetings. These meetings provide 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.

Meeting minutes are available in the folders at our feedback station near the dining room. We encourage families to attend as well.

Here are the next dates:

- **Residents' meeting:** Oct 14, Nov 11, Dec 9, at 10.30am.
- **Food Focus:** Oct 23, Nov 27, Dec TBC, at 10.30am
- **Consultative Committee:** Oct 21, Nov 18, Dec 16, at 10am.

All meetings are held in our Theatre. See you there!

New Act receives bipartisan support

There has been much media attention in recent weeks about the Aged Care Act. Following much discussion, delay and patience, the Aged Care Act was finally secured with bipartisan support and will be introduced to parliament.

This is, of course, only the first step. The introduction of the Bill does not make it law, and there will now have to be a parliamentary process. However, with the agreement of the opposition to the critical reforms, that process can now take place.

Of note to residents: Major improvements were secured during negotiations, to maintain the aged care industry's viability. Criminal penalties, which were originally included against the very strong views of the sector and even against the advice of the Royal Commission, have been removed. Alongside new funding arrangements, this was a high priority issue as these penalties risked criminalising people for doing the right thing, forcing good people out of our sector in the mid-

dle of a workforce crisis. The Bill will also include enhanced protections to ensure that people are only asked to contribute financially if they can genuinely afford to do so.

Attention is now being turned to the remainder of the 550-page Bill, with a Senate Inquiry to follow. There will be much occurring in the coming weeks and months to ensure the final Bill is the best it can be for older Australians and for our sector.

Aged and Community Care Providers Association CEO Tom Symondson congratulated both sides of government for finding a way through after months of intense negotiations.

"The Albanese Government has shown real leadership putting aged care reform back on the national agenda, first through the Aged Care Taskforce and now through the introduction of legislation," Tom says. "The Coalition has been instrumental in finding a way forward during negotiations, joining the Government in putting older Australians first."

**Clinical
Manager,
Jacalynne
Peake**



It is wonderful that the weather is improving and we can start enjoying some time outside in the sun. As we move into the coming months, maintaining hydration is crucial for your health and wellbeing. Older adults often have a diminished sense of thirst, increasing the risk of dehydration, which can lead to serious complications such as confusion, urinary tract infections and kidney problems. Adequate hydration supports vital body functions including digestion, circulation and temperature regulation. It also helps to maintain cognitive function and physical performance reducing the risk of falls. Please do not hesitate to ask for a top up of your water jug or help yourself at the hydration station in our café.

As the weather does warm up, remember that you are at increased risk of heat stroke. Warning signs of a heat stroke can include high body temperature (38°C or higher), hot, red, dry or damp skin, a fast and strong pulse, confusion. Headaches, dizziness and nausea are also indicators of heat-related illnesses. Some tips to prevent heat stroke:

- Stay in air-conditioned buildings as much as possible. Don't rely on fans as your only cooling source during extreme heat.
- Stay well hydrated by drinking water. Avoid drinks with caffeine and alcohol and don't wait until thirsty before hydrating.
- Wear loose, lightweight and light-coloured clothing.
- Take cool showers or baths to cool down.
- Limit strenuous outdoor activities and get plenty of rest.



Pictured above and left: Celebrating marriage is a beautiful tribute to love, commitment and partnership. It marks the union of two individuals embarking on a shared journey, full of dreams, challenges and joy. Whether through an intimate ceremony or a grand celebration, each moment is filled with laughter, heartfelt vows and cherished memories. Early September saw us sharing wedding trivia, sharing our own stories and we even played "Say yes to the dress" with our residents creating a bridal gown for our Service Manager, Kelly.

Around the grounds

Pictured below: Some of the sights and delights of living at Palm Lake Care Deception Bay!



Moments with Marcia

By **MARCIA McINTOSH**,
a resident of Palm Lake Care Deception Bay

A deceiving name is 'Deception Bay PLC'
We've so much to do, and places to be.
Activities diverse keep coming at speed,
Arranged for choice and meeting a need.

Concerts, farm visitors and mind-bending Word or Math things
Or poems by Rupert and Elvis to sing.
(We thought he was dead but... 'Long live the King')
Yes! He was here all in his glittering bling
Matched by his cheeky, cuddly bear toy-thing.
Cheers to the new 'Elvis - Ventriloquist King'.

There's bingo, bowls, board games and options galore.
Maybe it's time to take a break -
retire to the Café for hot chips, coffee or cake?
Of course there's that Bus to take us away.
Just a short trip to brighten our day.
Though it might rattle and groan and shiver and shake,
We felt safer there than avoiding that elusive snake.

With 'Spring Weddings' the theme, we settled on one way to go.
Let's have a 'Hens Party!' That should be fun!
With curtains and tablecloths, draped and tied with a bow,
Our Kelly stood radiant, a beautiful bride, with bouquet and veil
and maids at her side.

And so the week rolls, and Friday is here,
Happy Hour with friends - just chat and unwind.
Take a Fantasy Cruise to some foreign clime, Scotland or Spain,
Hawaii, Fiji, or a trip to the snow
For skiing adventures or mountains to climb.
Refresh with fruit juice, plain or the 'fermented kind', or a brew
of your choice, be it coffee or tea, or a liquid of amber and
brewer-designed.

Though we laugh and we play and we gripe and we grump but
when sadness intrudes through the loss of a friend
we stand together to share and cry, helping hurting hearts to
remember and mend.

At the end of the day there's a lot to be said about thanks for
being nourished and safe with a roof and a bed and people
who care.
So don't let the name deceive - at Deception Bay PLC it is plain
to see... We are F-A-M-I-L-EEEEEE!

Meet your neighbour

**WE WOULD LIKE TO INTRODUCE TO YOU
ONE OF OUR RESIDENTS, MARY MURPHY...**

Mary married at a young age and has worked all her life. She asks, "What is retirement?" as she has worked many positions - three jobs at once, at one point - and is still a representative for Pro-ma Systems and Grace Cosmetics.

Mary was working at the school canteen while raising her children. In the evening, she ran the canteen of the local pool as well as the entrance register. Following that, Mary worked in a catering business.

Mary joined Pro-ma in 1983 and got to see the company grow. It started as a fuel supplier, then developed into a multi-level company. She has enjoyed seeing Pro-ma give people opportunities they may not have otherwise come across.

In her later years, Mary did many different things. For a while she did formal and wedding makeup, colour imaging and dabbled in many types of arts and crafts. Mary also enjoyed going on cruises to places like Vanuatu and different areas of New Zealand and Australia.

"I never wanted to go into care," Mary admits. "I'm old enough to know what care used to be like and can be like. But here (at Palm Lake Care Deception Bay) everything is a positive interaction with pleasant staff."

Mary says now she wishes she had come into Palm Lake Care sooner. We love having you here, Mary!



Hosting visitors: Your Q&A

Residents, and family members, often ask us how to make visits with their loved ones even more meaningful. So we produced a booklet to help you out...

We are thrilled to announce the release of our new Meaningful Visits resource booklet, designed to help residents and their loved ones create enjoyable and memorable moments together. Here are some common resident questions about making the most of visits, along with practical tips, taken from the booklet:

How can I plan ahead to make visits even more enjoyable? Planning your visits in advance can make a big difference. Choose times when you feel most energetic and coordinate with staff to arrange activities like hair appointments, pampering sessions or sharing a meal. This ensures a relaxing and meaningful visit without rushing.

What kinds of activities can I do with my family during visits? Bringing personalised activities that you love can make the time more special. Whether it's knitting, drawing or listening to your favourite music, these shared experiences create comfort and connection. You could also watch a movie or go through photo albums together to reminisce about good times.

How can we have more meaningful conversations during visits? Meaningful conversations are a wonderful way to stay connected. You can share stories from the past, talk

about current affairs, or chat about what's been happening in your family. Encourage your loved ones to ask about your future plans to keep the conversation engaging and personal.

Are there any outdoor activities I can enjoy during visits? Absolutely! If you're feeling up to it, taking a walk around the garden, enjoying a picnic or doing light exercise together can be both refreshing and uplifting. You can also try a simple gardening project or join any scheduled outdoor group activities together.

What's the best way to celebrate special occasions with loved ones? Birthdays and anniversaries are perfect opportunities to create meaningful memories. Encourage your visitors to bring with them some decorations, cakes and gifts. Together, you can enjoy themed celebrations, making the day even more memorable.

How can I guide my loved ones to make visits more meaningful for me? Your input plays a key role in creating meaningful visits. Share your preferences with your visitors – whether you enjoy quiet time, a shared meal, or participating in activities together. By expressing what makes you happy, you help shape the visit in a way that reflects your needs and interests.

Where can I get a copy of the Meaningful Visits resource booklet? The booklet is available at all reception desks, and our team is always here to support you with any additional ideas. Feel free to pick up a copy and share it around.

Resident Advisory Body wants you

Palm Lake Care understands the importance that resident representatives play in collaborating with our organisation to ensure safe and quality care and services. To foster collaboration at the highest level, Palm Lake Care offers a Resident Advisory Body (RAB).

The purpose of the RAB is to:

- Allow for engagement, consultation and the opportunity for feedback regarding aspects of care and services within Palm Lake Care communities
- Engage with the wider resident community so members have an opportunity to contribute to ensuring high-quality care and services are maintained.
- Ensure residents are central to decision-making processes regarding the care and services they receive.
- Contribute to the development and implementation of policies, procedures and practices that promote person-centred care and meet the diverse needs of residents across Palm Lake Care.
- Help with problem-solving and suggestions for improvement.

The minimum requirements for the RAB are that a meeting is held at least once every 12 months, however Palm Lake Care exceeds this by engaging with resident representatives directly every six months. Membership of the RAB is comprised of resident representatives from each Palm Lake Care community, and seeks to be representative of the demographics and diversity of residents with Palm Lake Care.

RAB members are appointed following an invitation to participate which is issued at the site Residents' Meeting one month prior to each meeting.

Resident participation is voluntary, although Palm Lake Care hopes that a representative from each of our seven aged caring communities will participate.

The meeting allows these resident/representatives to engage directly with Palm Lake Care executive team members, and provide feedback for consideration from their community. Further, this information is escalated directly to the Board for review and feedback.

The next RAB meeting is due to be held in November, and we will be seeking nomination in the next onsite Residents' Meeting for residents who wish to be involved.



Pictured above: Aged Care Employee Day is an annual national celebration of all those special people who bring happiness and wellbeing to our residents.

Here, we are united

Palm Lake Care spans seven individual communities across South-East Queensland. Given the thousands of residents and team members who call Palm Lake Care their own, there's always so much going on! In our new regular series, let us connect you with your fellow communities and take a peek at what's been making news around the grounds...

The Central Support team



Guess what? We're cooking up a cookbook and we need your input! Let us introduce you to our Community Cookbook project...

At Palm Lake Care, we believe food is more than just nourishment – it's a way to bring people together, create memories and share joy. That's why we're thrilled to announce the launch of the Palm Lake Care Community Cookbook! This exciting project will showcase the cherished recipes of our residents, families and team members, and we need your help to bring it to life.

Do you have a family recipe that's been passed down through generations? Or maybe a dish that's always a hit at family gatherings? Now is your chance to share those delicious creations with the entire Palm Lake Care community. We're looking for all types of dishes – from main courses and desserts to snacks and sides. Whether it's a beloved classic or a unique creation, we want to celebrate your special recipes. Don't forget to include a short story or memory about the dish and tell us why it's special to you.

Once submitted, selected recipes will be cooked and prepared by our talented chef managers, allowing the entire community to experience the flavours and traditions behind each dish. From here, we will choose a number of recipes to be included in our official Palm Lake Care Community Cookbook. The book will no doubt reflect the diverse tastes and heritage of our residents, families and staff. Selected recipes may also feature at special future dining events within our communities.

This is a wonderful opportunity to share your culinary legacy and contribute to a unique community project. Whether sweet or savoury, simple or elaborate, every recipe is a reflection of the heart and warmth of the person who created it. We're excited to bring your dishes to life, share them with others, and celebrate the joy of food together. Please send your suggested recipe to Palm Lake Care's Hotel Services Coordinator, Russell Middleton, via email at russellm@palllake.com.au Be sure to include your name, the name of the recipe, any special instructions for preparing the dish and also a short note on why this recipe is special to you. Let's get cooking!

Meet Russell

As Palm Lake Care's Hotel Services Coordinator, Russell Middleton (pictured above left) oversees all seven of our kitchens, housekeeping and laundry teams. It's a big role, for this big personality...

What do you enjoy most about your role? Working with a team of dedicated aged care professionals, who strive everyday to make a real difference.

Can you share a memorable moment at Palm Lake Care that highlights the impact of your work? I have two: The kitchen team at Toowoomba securing the hospitality award for two years in a row and laundry assistant Fay, from Deception Bay, securing Palm Lake Care's Employee of the Year, last year. Both these moments reiterate to me just how important the Hotel Services space is in our organisation.

What is your favourite food to prepare/cook/eat? I am loving my Traeger smoker, so anything from beef brisket and racks of ribs, to chicken wings and beer-can chicken. I love experimenting with new found recipes and cooking techniques.

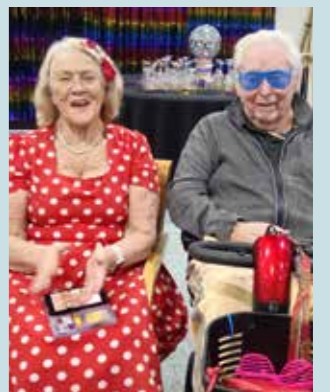
Beachmere



Jeans for Genes fundraiser

Palm Lake Care Beachmere put on a lovely morning tea for their recent Jeans for Genes day fundraiser. Lucky door prizes, games and a lot of fun was had. The best part was raising hundreds of dollars and awareness for children born with birth defects or genetic diseases.

Bethania



Peace-full annual gala event

Bethania's annual gala evening was a vibrant spectacle of love, laughs, music and dancing! The residents chose their own theme and consulted on all the finer details. And, of course, our team delighted in dressing up for the event!

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Here, we are united

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Bargara

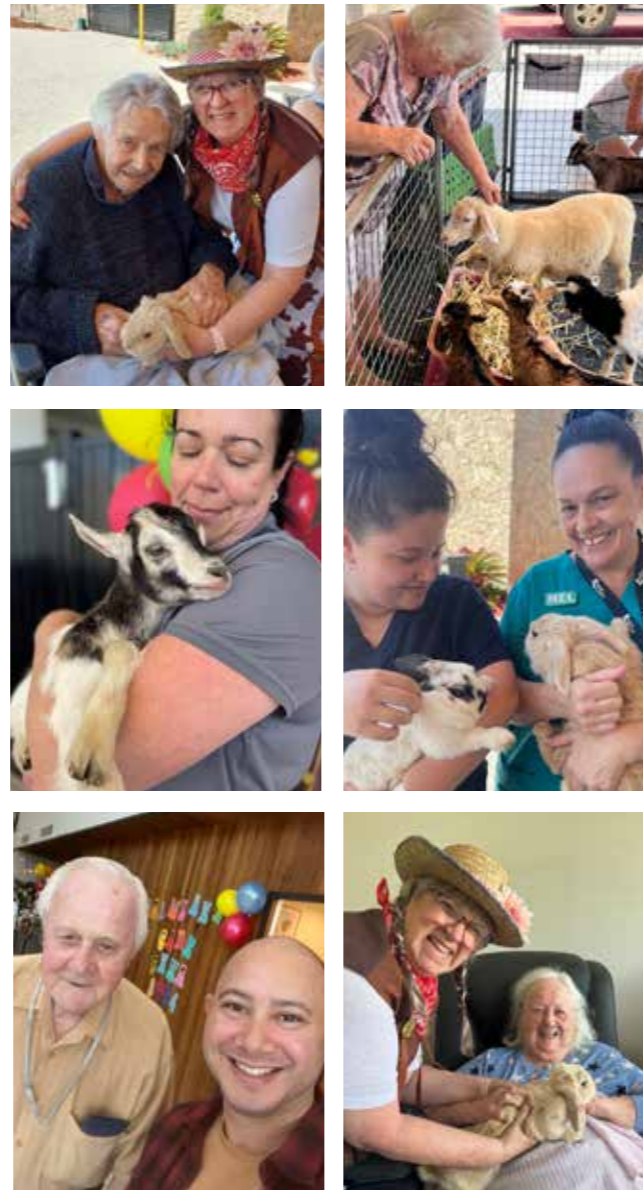


During July and August, Palm Lake Care staff and residents from right across our group of seven communities were in training mode to partake in the national aged care 'Powerlympics' event.

It was a great adventure, designed to improve strength and balance, as well as providing social engagement in line with the 2024 Paris Olympics. Overall, there were 967 participants and special mention was made of Palm Lake Care for our involvement and encouragement of our residents. In fact, the organisers specifically noted that Palm Lake Care Bargara "had the absolute best community spirit of all the teams". The organisers said they really looked forward to seeing Palm Lake Care Bargara on the Zoom catch up each day "as we always knew you would bring the positive energy". Team Bargara won a \$150 voucher for their efforts, to be used at Alpha Sport to purchase sporting equipment. Bargara resident Cyril (pictured above) even won a bronze medal in the cycling!

One of our lovely Palm Lake Care residents shared that, after the Powerlympics, she was confident enough to finally visit her son at his home where he has stairs. She said she could confidently walk up and down with minimal assistance, where once she had needed extensive support. She put all this down to her participation in the Powerlympics and other Olympic-themed activities. It made her push herself to be stronger and better for each round. Well done to all who participated in the Powerlympics adventure and saw benefits - both physically and mentally.

Caloundra



Roll up! Roll up!

The fun of the fair came to Palm Lake Care Caloundra recently for their Show Day spectacular! Visiting farm animals, sideshow games and delicious show-themed food delighted our Sunshine Coast residents. The best part? Wonderful family memories flooded back for many who took part in the day's activities...

Mt Warren Park

The team at Mt Warren Park learned that one of their lovely residents used to sail when he was younger and that on his bucket list was to go sailing one more time.

The challenge was accepted and after some research and many emails back and forth, the Lifestyle Team had organised a group booking with Sailability at Manly Harbour. A busload of eager male residents were excited to board Sailability's yacht, 'Faith'. But the ladies, who were just coming along for a picnic and to watch the men in action, ended up also being offered a ride in some cute little boats called 'tubs'. From all accounts, the team could not wipe the smiles off all the residents' faces - as well as those participating family members - and they were very grateful for Sailability's assistance in making one man's dream happen, for the enjoyment of the whole group.



Toowoomba

A big congratulations must go to our Toowoomba residents for picking up first prize in the 2024 Toowoomba Carnival of Flowers' hanging basket competition!

Our Toowoomba community entered a bright and beautiful decorated hanging basket of flowers in the 'Community' category for Cobb and Co Museum's hanging pot competition. And they won! The cherry on top is that our Toowoomba green thumbs also took out the 'People's Choice Award' that was run on social media. Their entry was decorated and planted by the residents who are chuffed with their big win!



Important information

Meet our Central Support team

Chief Executive Officer:

Dan Aitchison

Chief Operating Officer:

Trish Heke

Operations Support Lead:

Eleanor Morgan

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!