

The Difference

PALM LAKE CARE TOOWOOMBA AUGUST - SEPTEMBER 2024



Show and shine

Check out the classic metal on show at Palm Lake Care Toowoomba recently!

We hosted a show and shine event with some of the most treasured automobiles you find on the streets of Toowoomba. The owners of these gorgeous classics worked tirelessly to have them gleaming for our residents, to help them reminisce about the old days. The hotrod owners enjoyed a barbecue lunch, cooked by our Lifestyle Team, before they made their way back to their home garages. We are so grateful for their visit.



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 Toowoomba
Service Manager,
Sue Daly

June gave us an opportunity to say thank you to the wonderful hard work, commitment and dedication that our team provides selflessly on a daily basis. The Management Team, alongside our residents, celebrated our amazing staff with a full week of gratitude including massages, support sessions, donuts and more amazing food, to name but a few treats! The most special part of the week was our beautiful residents' eagerness to be involved in the sharing of this gratitude - they took milkshake, coffee and cake orders from our staff members whilst on shift and delivered the goodies with a grateful smile.

As always, Palm Lake Care Toowoomba's residents and staff continue to evolve and grow together. Recently, we have sadly said goodbye to several long-term residents and their family members, forever cherishing the memories made of beautiful friendships. But this also provides the wonderful opportunity to meet and build new and exciting relationships with new residents and their families and I look forward to watching our beautiful community continue to flourish and grow. There have also been changes in our Lifestyle Team, with long-standing members taking opportunities to grow and develop in other areas of their lives. This has provided the exciting opportunity for new team members to work collaboratively to enhance our Lifestyle offering with our fantastic residents leading the charge. Watch this space. Our newsletter will not be big enough to show you all the activity photos!



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 Toowoomba

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

PHONE:
07 4580 3000

STREET ADDRESS:
149 Hogg Street,
Cranley QLD 4350

EMAIL:
toowoombacaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

Service Manager: Sue Daly
toowoombacaresm@palllake.com.au
Service Manager Support:
Edward Townsend
Admin: Louise King
Clinical Manager: Jodi Harms
Clinical Nurse: Ramandeep Dhillon and
Lisa Bergan
Lifestyle Team Leader: David Solomon
Housekeeping Team Leader:
Tiann Opperman
Maintenance: Phillip Holton
Chef Manager: Larry Fernando



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 Kelly Roberts, Service Manager at Palm Lake Care Deception Bay. 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). Well done, Kelly!

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!"



Clinical Manager,
Jodi Harms

Last month, I had the pleasure of a well-earned break with my family during the school holidays. It was lovely to head to the Gold Coast and soak up some sun during the cold snap of winter in Toowoomba! Whilst I was on leave, Rashila (CCC) and Ramandeep (CN) assisted in my role and were certainly faced with some challenges. This is a timely reminder to ensure that if you are feeling unwell at any time, you speak with your nurse ASAP.

Last month, we also celebrated our team members by holding a Wellbeing Week. It was a great way to celebrate our staff and all the hard work they have done this year. It was lovely to see the residents involved in these celebrations, too.

Next month there will be a focus on falls prevention with presentations being held at our scheduled staff and residents' meetings and a series of education and training sessions being provided to the team. Resources on falls prevention are now available at each nurse's station, providing tips and strategies to reduce any risks. I encourage you to seek out those resources.

Meeting dates for your diary

Communication is at the heart of all that we do. Here are the next few Residents' Meeting dates so you can plan ahead:

- **August 10**
- **September 6**
- **October 4**

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



Pictured above: A lovely morning was had for our Biggest Morning Tea event, with a delicious sweet and savoury high tea served up on platters. Our residents had a wonderful time as there were plenty of options on the table to satisfy everyone's palette. Some lucky residents even won raffle prizes!

Around the grounds



Pictured above and left: It was a case of dining with the stars at our recent seafood banquet. Our residents enjoyed a bountiful array of fresh seafood and exotic fruits, whiting fillets in pepper butter and then glazed French cheesecake for dessert. This indulgent meal experience, hosted in our Tullamore formal dining room, was fine dining at its best.

Meet a neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY RESIDENTS, BEVERLY HUGGET...

I was born in 1936 in a small country town called Wyalong in New South Wales. I had one older sister that I was very close to. We went to a country school with no more than 100 kids. It was happy and friendly there. I remember having to cross a creek by stepping on stones on my way to school. Mum would come with us after it had rained to make sure it was safe. At some stage, someone made a small rope bridge with wooden planks for us kids to use. When I was around 10 years old, I remember a big celebration where the whole town came together to celebrate the end of the war. There were English officers celebrating with us. My sister sang over the town's loudspeaker, much to everyone's delight. I was very proud of her.

We moved to Sydney when I was a teenager, which is where I completed my schooling. I worked for an insurance company. Over the next few years I travelled a lot to the UK, and Europe. Eastern Europe was a particular favourite of mine. In my early twenties, I met my husband, Ken, through friends. He was a wonderful funny man who seemed to excel at anything he put his hand to. One of our many moves was to a new area in Canberra where they were selling large blocks of land. Keeping "Position, position, position" in mind, we chose the one with the best views. I thoroughly enjoyed planning the design/floorplan of that



house, something that remains a hobby I still enjoy to this day. Of all the places I have lived, I loved that house the most.

Ken and I were blessed with a lovely son, Roderick. He grew into a successful, kind man who is currently getting his PHD. We also adopted a dear little girl called Kathrine. Although she was born with some physical challenges, it never stopped her from achieving in her short life. She competed in the Paralympics as a swimmer and also received the Order of Australia Medal, all before passing at the age of 42. Raising my children has been my life's greatest achievement.

I lost Ken about nine years ago and had a stroke a year later, which affected my physical abilities. Although losses and hard times have affected me, like they affect everyone, I have found that my long standing faith, my family, friends and my eternally optimistic attitude have kept me going. My friends would describe me as always positive and smiling.

Meet a team member

THE SUCCESS OF PALM LAKE CARE COMES DOWN TO OUR DEDICATED TEAM INCLUDING KATE CLARK, WHO HELPS BRING OUR LIFESTYLE PROGRAM TO LIFE.

Hi, my name is Kate. I have two sons, three dogs and a cat. I am currently training my beautiful Labradoodle "Ruby" for animal therapy at Palm Lake Care. If you see her here, please don't hesitate to say hello. I am currently a Lifestyle Team member, drawn to aged care after caring for my own father in his final years. I found it to be a privilege and an honour to offer him the care he needed while maintaining his dignity and sense of humour until the end.

I feel the same way about the residents here at Palm Lake Care. I started as a PCA, and recently moved into the Lifestyle position. I spend most of my days with the residents in the Memory Nobe. Seeing the smile on a



resident's face, listening to their stories, making deeper connections and seeing an activity spark clarity and enjoyment for a resident really makes my day. I believe humour, respect, listening and tender loving care are the core qualities we should all use when interacting with our beautiful residents.



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.

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.



Wellbeing week

Pictured above: In June, we hosted a Wellbeing Week with the aim to encourage and teach our employees strategies to achieve healthier and happier lifestyles. Palm Lake Care is always striving to create a positive work environment allowing all staff to reach their full potential. Among the week's event, we hosted a delicious barbecue breakfast and on another day, our wonderful residents even served our staff drinks from the café. There were also educational sessions provided on topics such as stress, burnout and self care.

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!