



Cats Corner: Summer Sun



We all know cats love the warm weather and enjoy nothing more than sunbathing on a summer's day. However, they can be at risk of becoming too hot and heatstroke can occur.

Here are some tips to help keep your cat cool this summer...

- It is vital your cat has access to fresh water at all times - this might require you placing a bowl in a few places around the house and in the garden. Water fountains are a great idea for those cats that prefer running water.
- Provide shaded areas for your cat to go to and plenty of ventilation if you have an indoor cat.
- Be careful your cat doesn't get shut in hot places such as sheds or greenhouses. Cats are naturally curious and may find a warm spot to sleep in but this could lead to severe dehydration if they are no longer able to get out as the day gets hotter.
- For those longhaired cats regular grooming will get rid of dead hair and make them feel cooler and more comfortable.
- Let your cat outside during the cooler parts of the day (early in the morning and later in the afternoon) to avoid the hottest part of the day.
- Cooling mats are now available to buy which your cat can lie on. It is worthwhile placing these on an area they normally sleep so they are more likely to use them.
- Pale coloured cats are vulnerable to sunburn particularly on their ears, noses and sparsely haired areas. Sun cream must be applied regularly to avoid long term damage to their skin.

Watch your cat for signs of overheating: If they seem agitated, breathing rapidly, if you notice drooling/vomiting or sudden collapse contact us immediately.

Maven Vets one of only 12 Vet Practices in the UK to be Awarded Outstanding in 4 Awards!

We are delighted to announce that the Royal College of Veterinary Surgeons (RCVS) Practice Standards Scheme have inspected and awarded Maven Veterinary Care as Outstanding in the categories of:

- **Client Service**
- **Inpatient Service**
- **Patient Consultation Service**
- **Team and Professional Responsibility**

Having been assessed as a Hospital standard practice previously, Maven undertook the further challenge of the Awards, being rigorously assessed in January 2019.

Each Award focusses on a different area of the practice. The following outlines of the Awards are taken from the RCVS website <https://animalowners.rcvs.org.uk/accredited-practices/awards/>

Client Service Award: Awarding excellence in customer experience



The Client Service Award is given to practices who demonstrate high levels of care for their clients.

This award comprises only one module, Client Experience, encompassing practical and behavioural steps that practices can take to improve Client Service.

In-patient Service Award: Awarding excellence in the services provided to hospitalised patients



This award allows practices to demonstrate excellence in the service they provide to patients staying

within the practice. So, for instance, it assesses factors such as facilities, nursing care for hospitalised animals and maintaining an aseptic surgical environment.

The role of veterinary nurses is also highlighted in this award in recognition of the vital role they play in caring for hospitalised patients.

Patient Consultation Service Award: Recognising consultation excellence



The Patient Consultation Service Award recognises how the quality of the practice is reflected in the first-opinion

services it offers to clients and patients. For example, it recognises further qualifications and training, maintenance of practice hygiene and ensuring high standards of nursing care.

Team and Professional Responsibility Award: Awarding cohesive and responsible teams



The Team and Professional Responsibility Award allows practices to demonstrate that they have systems

in place to make sure that the welfare and safety of staff is paramount and that their knowledge and training is kept up-to-date. Furthermore, it also recognises the practice staff's dedication to taking responsibility for areas that impact on the level of service offered to clients and patients, such as clinical governance, practice hygiene, record-keeping and prescription and medicines services.

In the final report from the Practice Standards Assessment, the inspector commented...

'This was a lovely practice and one of the very best I have visited. The practice was in an immaculate condition and incredibly well organised. The structures and management in place were of the very highest order. I was really impressed by the commitment of this practice to provide the very highest standards of clinical care to its clients.....This was a superb practice of the highest order.'

Our opening hours

Monday – Friday 8am-8pm

Saturday 9am-4pm

Sunday 10am-2pm

In an Emergency day or night – call us on 0208 337 2214

www.mavenvets.co.uk

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609-613 London Road, North Cheam, Surrey, SM3 9DF

May is Vet Nursing Awareness Month!



At Maven we have many experienced Registered Veterinary Nurses and also train student nurses. Did you know that it takes up to four years of training on top of working for a student nurse to qualify? Over the last fifteen years, vet nursing has changed a lot, with nurses now being accountable for their actions, having to do fifteen hours of Continued Professional Development each year (the same as human nurses) and answering to a disciplinary committee.



Vet nurses are a key part of the veterinary team. Each day can be very different and nurses rotate around the different areas of the clinic, often during the same shift! Just some of the many responsibilities nurses have include taking and running bloods, placing intravenous catheters, monitoring patients under anaesthesia, taking x-rays, looking after inpatients, giving medications and seeing clients and patients for nurse consults. It can be hard work and long hours, but is a really rewarding job, especially when you see a patient go home happy and healthy.



Many nurses also go on to study further, gaining certificates and diplomas to increase their knowledge. Our nurses have, or are working towards, extra qualifications in anaesthesia, cat behaviour and medicine, and emergency and critical care, to name a few!

Join us this month to pay tribute to our amazing nurses, who laugh and cry with us, go home with suspect stains on their clothing, and look after some of the most special members of our families.

Handling the heat – a summer survival guide!

Finally, the summer is here, but it brings with it its own particular set of challenges and potential problems. Here are a few tips to keep your pet fit and well at this time of year:

Keeping cool! It is vital to ensure your pet keeps cool in hot weather. Dogs should be walked early or late in the day to avoid heat stroke. Paddling pools may help keep dogs cool and they should have free access to water at all times. Heat stroke is a common, and serious, problem and over-weight or heavily coated dogs are most at risk. Sometimes even minimal exercise can trigger it, so take care, even in the mornings and evenings. Finally, remember – dogs rapidly overheat in cars, and should never, ever, be left unattended.

Sunburn: Thinly haired or white coated pets are at risk of sunburn, especially if they are dedicated sun worshippers! White cats are particularly vulnerable to developing skin cancers on their ears and noses, so pay close attention to these areas. Problems tend to start as scabs or sores that don't heal and can progress to cancerous changes. To protect your pet, you can apply high factor sun lotion specifically designed for pets.

Grass awns are another summer problem – the grass awns of the meadow grasses are easily trapped in the coats of pets, especially dogs. They then migrate and become lodged in a variety of places including the ears and between the toes. It is always a good idea to groom your pets regularly, and especially after walks, to keep a close eye out for grass awns.

Stick to dog toys! Long walks with the dog are great, but please don't throw sticks! It is really tempting but we see some horrible head and throat injuries from them being speared. There is no reason not to play fetch (although it is best avoided if it is very hot) but use specific dog toys!

Insect alert! Bees and wasps are tempting to play with for both cats and dogs but will deliver a nasty sting if provoked! These are painful and can cause sudden swellings on faces or paws. Most stings will benefit from prompt veterinary attention.

Flystrike occurs when bunnies become dirty around their back-ends and flies lay eggs in the mess. These quickly hatch into flesh eating maggots, which cause horrible damage. Protect your bunnies by cleaning them out regularly, checking their back-ends twice daily and using anti-fly medications to stop any egg laying. Additionally, remember that pets in outside runs need a *shaded area* to get away from the sun.

So – enjoy the summer months, have fun and keep your pets safe. We are here to help, so if you would like any further information on summer hazards, please just ask a member of staff.



Ear tip of a cat showing cancerous changes – note the reddening of the skin. If your pet is showing signs of skin changes on their nose or ears, please call us.



Paddling pools are a great way for dogs to stay cool in the summer!



Grass awns of the summer grasses are a perennial hazard



Guinea pigs are great!

Guinea Pigs are sociable, very lovable and make great pets. To keep them healthy and happy, here are a few tips:

Guinea pigs require a specialist guinea pig diet with adequate amounts of Vitamin C and free access to water. A special diet will make sure they don't develop diarrhoea or scurvy. They have continually growing teeth, so to keep their teeth healthy they need free access to hay and gnawing blocks to chew on.

Guinea pigs should never live alone, they are sociable animals and listening to the chirps they make to each other is really fun! A same sex pair or group will live together happily, but boys and girls can live together, as long as they are neutered.

Some pets may be prone to respiratory conditions or eye infections if the incorrect bedding is used. Guinea pigs are also susceptible to mite infestation and symptoms include hair loss and intense itchiness and scratching. Guinea pigs instinctively hide any signs of pain and illness, therefore it is important to check them at least once a day.

We are here to help, so if you have any questions regarding your guinea pigs, give us a call!



Guinea pigs can live indoors or outside, but it is important they have enough space to run and play. A run should be at least a metre square and any outside hutches need to be well insulated.

It is ideal to keep them in pairs, or small groups in a large cage, preferably with access to a grassy area. Guinea Pigs need daily cleaning to make sure they don't get sore feet or skin conditions. Make sure the cage is weatherproof and away from any predators. Guinea pigs are grazers and will thrive with a lawn to nibble on. They should also have great quality hay available all the time and have a small amount of fresh food and guinea pig pellets every day.