



Green Vets

What happens if my dog or cat is hospitalised?

Our patients could be hospitalised for a short time, for instance during the day when undergoing procedures, or overnight, depending on their individual care needs.

My pet is being hospitalised. Who will take care of them while they are with you?

Whilst your pet is with us, their treatment will be overseen by one of our Veterinary Surgeons, supported by our nursing team of Registered Veterinary Nurses, Student Veterinary Nurses and Animal Care Assistants.

Where will my pet stay?

We have separate wards for dogs and cats.

- **Dogs**

Your dog will stay in a climate-controlled ward, with spacious, modern, stainless-steel kennels. They are provided with a padded orthopaedic mattress and plenty of warm, snuggly bedding. All kennels are monitored by 24/7 CCTV.

- **Cats**

Your dog will stay in a quiet climate-controlled ward, with spacious, modern, cat cubicles. The cubicles are compliant with the International Cat Care Gold Standard for overnight hospitalisation. They have non-reflective walls to minimise stress, and glass fronts to reduce the risk of cross infection between patients.

Our Feline patients are provided with a hideaway and plenty of warm, snuggly bedding. All cat cubicles are monitored by 24/7 CCTV. The ward is infused with feline pheromones to help them relax.

During the day, all pets have a team of Veterinary Nurses and Animal Care Assistants who are always nearby to monitor their health and well-being.

Exercise and stimulation is important to the recovery of our patients. The care team will walk your dog regularly in the garden to give them every opportunity for some exercise – and, of course, to go to the toilet. We will encourage cats to play and interact with us if they feel confident to do so. Cats are also allowed to have a wander in the cat ward to stretch their legs each day too.

How often will my pet be checked during the day?

We take our commitment to care for your pet while it is staying at Green Vets Hospital very seriously. As much as any unwell pet will require rest, we will need to carry out regular checks to ensure they are comfortable and their needs are met. Short checks will be carried out by our nursing staff every hour during our opening times of 8:00 and 18:00. These checks are designed to ensure your pet is comfortable and their needs for toileting, food and water are met. In addition, clinical examinations will be carried out by the veterinary surgeon at regular intervals during the day.

Can I bring my pet's toys and bedding from home?

Yes, you are welcome to bring their favourite blanket or toy if you feel it will benefit them, sometimes animals will go to the toilet in their kennel or out of their tray so we will launder any items if they do become soiled.

Please note we cannot accommodate full dog or cat beds.

Will you provide food for my pet?

After surgery we will offer your pet a meal as soon as they are awake and alert. Patients who are being hospitalised for an illness are fed throughout the day.

Nutrition is very important to recovery so very poorly pets, or those that do not want to eat readily, will be encouraged to eat by hand feeding warmed food.

Patients staying longer than a day have a nutritional plan, this is based on their age, medical status and calorie requirements.

Can I bring my pets own food?

We try to cater for various diets and requirements and make sure that any allergies or dislikes are managed, so you can let us know of anything you are worried about. If your dog receives a special diet, we are happy for you to bring some with you in case we don't stock it.

My dog is fed a raw food diet

Whilst we respect your decision to feed your dog a raw food diet, our Infection control policy means that we are unable to accept raw food into the clinic. We can assure you that your dog will be fed a complete balanced diet during their stay. You are welcome to bring your own alternative wet or biscuit based commercial dog food if you prefer and it is suitable for their current condition.

Will my pet be cared for through the night or over the weekend?

We recognise, that the hospitalisation of your pet is stressful for both you and your pet and so we will endeavour to send your pet home as soon as it is safe to do so. However, individual care needs vary, and sometimes this means your pet requires to be hospitalised outside normal working hours to receive the care you may not be able to provide at home.

At Green Vets we are committed to providing continuous care for our patients that does not end when the working day comes to an end.

It is very important to us that you are fully informed about your pet's out of hours hospitalisation, and that you agree with the reasons why your pet needs to be hospitalised, with the work that is to be carried out, and with the estimated cost this will incur.

We will endeavour to record your agreement through a signed informed consent form prior to hospitalisation.

When patients are admitted to Green Vets hospital we are committed to ensuring they are kept safe and that the care they receive is of the highest standard and meets their individual needs.

The Duty Vet and Nurse are responsible for caring for your pet overnight and are on hand to make sure your pet receives everything they need.

If your pet is hospitalised during the out of hours period, the supervision is strictly tailored to meet your pet's needs and in agreement with yourself. Only in exceptional circumstances and if the vet has agreed with you that it is necessary, will a member of the team be on site during all of the out of hours period. The veterinary surgeon will reassess your pet between 7:30 and 9:00am each morning. They will contact you to update you on your pet's progress and agree on a plan, including when you should expect further updates, at what point your pet may go home and the expected fees for the next 24 hours.

Can I visit my pet?

We encourage you to visit your pet if they must stay with us for more than 48 hours. A visit from a family member often has a positive impact on their general demeanour and appetite. However, your pet may expect not to be left behind following your visit, which may upset them. That is why we discourage visits during shorter hospital stays unless it has been agreed otherwise.

Visiting times are by appointment between 3 and 5pm unless otherwise agreed.

Although our clinicians will prioritise caring for your pet, please do not hesitate to call the practice any time on the priority contact number should you have any questions. You are also welcome to bring a toy or blanket for your pet as this may help them relax while they are with us.

How will I find out how my pet is doing?

If your pet is in for a procedure, the Vet or Nurse who is looking after your pet will contact you by phone once they have recovered from their sedation or anaesthesia, we will give you an update and arrange a time for you to collect.

If your pet is in for hospitalisation the Vet or Nurse looking after your pet will contact you by phone once they have done their morning rounds and again in the afternoon/evening so that you are kept in touch and are up to date with their health and progress.

If you have missed our call, you are welcome to contact our reception team who will help you to get a progress report on your pet.

Will my pet be bored?

We always make time for plenty of cuddles and interaction with our patients. Your pet will be gently groomed and bathed if they need it too. We also ensure that where allowed they have time out of their cubicles and kennels. Dogs will go into our lovely garden to stretch their legs, get fresh air and go to the toilet. Cats will be allowed to have a wander in the cat ward to stretch their legs each day too.

And finally ... You know your pet better than we do! We are keen to take your guidance on what they like and what they don't like. Getting to know your pet is invaluable to understanding their health and wellbeing.