

# Small Animal Referral Hospital

## What happens if my pet is hospitalised?

### My dog has been hospitalised. Who will take care of them while they are with you?

Whilst your dog is with us, their treatment will be overseen by one of our lead clinicians, with a member of our dedicated nursing team nearby at all times.

### Where will my dog stay?

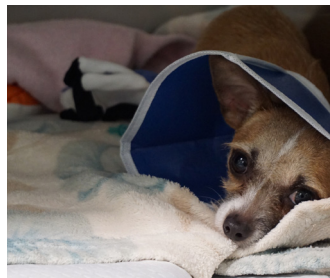
Depending on the severity of your dog's condition, they will either stay in one of our dog wards or in the Intensive Care Unit.

#### Intensive Care Unit

Our Intensive Care Unit kennels are designed to allow easy access for the treatment and constant monitoring that your pet will need.

#### Dog wards

In wards your dog will stay in a spacious kennel with a warm bed. One of our ward nurses will be nearby at all times to monitor their health and well-being. We even have the radio on to keep them company during the day, and at night they are monitored regularly but given quiet periods with no activity in order to rest.



### Will you provide food for my dog?

Your dog will be fed regularly throughout the day. Nutrition is very important to recovery so very poorly dogs, or those that do not want to eat readily, will be encouraged to eat by hand feeding warmed food. Sometimes we find that the patients who are reluctant to eat will take food if they are offered it whilst out on a short walk.

### My dog has allergies - do I need to provide 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 hospital. 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 kibble based commercial dog food if you prefer.



### Will my dog be exercised?

Exercise and stimulation is important to the recovery of our patients. The nurses will walk your dog four times a day in our surrounding grounds to give them every opportunity for some exercise - and, of course, to go to the toilet.

We have slings and various aids for dogs who have difficulty walking. We keep a selection of toys in our wards, and we always make time for cuddles. Your dog will also be groomed and bathed if they need it.

If your dog is unable to walk, our nurses will carry them outside for a lie down on the grass to watch the world go by. If your dog is in Intensive Care, we will ensure that their individual needs are met. Exercise is encouraged but not enforced. Our nurses always make plenty of time for individual attention, love and interaction with the patients.

## Our Nursing Team

All of our Small Animal Referral Hospital nurses are highly trained, experienced, dedicated and trained in their chosen area, so you can rest assured that your pet is well cared for.

Our ward nurses will look after your pet whilst they are hospitalised. We also have a team of ICU Nurses who will care for your pet if they are admitted into our Intensive Care Unit.



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

Because we are a hospital, the control of infection must be our highest priority and so, unfortunately, we cannot allow patients' own bedding to be left with the patient and may not allow you to leave toys for the same reason.

### Will my dog be cared for through the night?

The hospital has a dedicated night-nursing team who are responsible for caring for your dog overnight. They are on hand to make sure your dog receives everything they need, including medications, intravenous fluids, food and walks. There is also a vet present, and several on call, to ensure our inpatients have immediate attention if necessary.

### Rehabilitation and pain management

We have a rehabilitation and pain management service on site. This team assist with pain management and mobility within all areas of the hospital, including ICU. They will often take the patients into the grounds to do physiotherapy.



Our Rehabilitation and Pain Management team are able to provide a high level of patient care with emphasis on their comfort and safety. They may be asked to support your dog during their stay and can advise and support you during recovery at home.

### Can I visit my dog while they are hospitalised?

Due to current government and Royal College of Veterinary Surgeons guidance we are not able to accommodate owner visits at this time.

We recognise the stress and upset that leaving your sick or injured dog can cause and do our best to make sure we keep you up to date and in contact with the team looking after them.

These guidelines are under constant review and will be updated as circumstances change.

### How will I find out how my dog is doing?

We will contact you by phone daily whilst your dog is with us so that you are kept in touch and are up to date with their health and progress.



We will get in touch once we have settled the patients, made them comfortable, administered any medications and carried out procedures that are necessary, so please be patient. These calls may be at any time up until 11am. 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 dog.

**We will always contact you if we need to carry out additional procedures or if our treatment plan changes in any way.**

If you find it difficult to get to a phone you can leave us with alternative contact details and we will be happy to leave messages, text or email you daily reports.

Alternatively, we can talk to a friend or relative providing we have your permission. Please note, the team may struggle to take calls during the late afternoon/evening as they will be busy looking after in-patients.

### Saying goodbye

On those sad occasions when we are concerned about your dog's health and feel that it is deteriorating, we would be in touch immediately. Only in these circumstances might we be able to accommodate a visit, so that you can spend time with your dog and have the opportunity to be able to say goodbye.

## Reception Hours

Mon - Fri 8.30am - 6pm

Sat - Sun 9am - 4pm

## Contact Us (24/7)

T: 0117 394 0513

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