



Veterinary care at

Cleracres Cattery

Highcroft Veterinary Clinic



www.cleracres.co.uk

www.highcroftvet.co.uk

Welcome to Highcroft Veterinary Clinic at Cleracres

Highcroft Veterinary Group is one of the UK's leading independent veterinary practices providing everything from routine vaccinations to heart surgery. Highcroft's main hospital is in Whitchurch, which is just three miles from Cleracres, and has a veterinary team onsite 24 hours a day for inpatients and emergency care.

Working together

Cleracres and Highcroft have a long and happy association dating back to the 1960s. We are delighted that **Highcroft now has a purpose built clinic here at Cleracres** providing onsite veterinary care to the highest standards. This new facility, which is right next to our reception, means that our feline guests can now have routine procedures in our exclusive cat only, cat friendly environment.

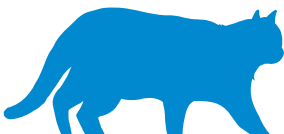
The benefits are less stress for your cat, as only one car journey is involved, and no barking dogs to contend with. Easy car parking is available when you arrive and our beautiful, tranquil, countryside location has a calming effect for both you and your cat which will leave you with complete peace of mind when you go away.

Veterinary care at Cleracres

Highcroft Veterinary Clinic at Cleracres offers a full range of routine healthcare services for our feline boarders. The services can be provided at your convenience, before you go away, whilst you're away, or when you drop off or pick up at the beginning or end of your cat's stay.

The Clinic is open from 10:30am to 12 noon Monday to Friday (this may vary seasonally) and invites you to choose from our service menu opposite. Simply arrange an appointment during these times.

Should your cat have an ongoing condition, or become sick whilst boarding at Cleracres, we can offer you the reassurance of a vet on hand to monitor and treat him or her as required throughout their stay, including a 24-hour emergency service.



Our service menu

- ✔ Full health check
- ✔ Over 8 year old health check, including screening blood test
- ✔ Vaccinations with full health check
- ✔ Flea and worm control
- ✔ Microchip
- ✔ Neutering procedure
- ✔ Dental procedure
- ✔ Monitoring of sick pets throughout their stay

Each of these services is explained on the following pages.

If you would like your cat to see the vet at Cleracres

Simply complete the **questionnaire** and **service menu** enclosed and return them to us at the same time as you book your cat's stay with us. Please do not hesitate to call us on **01275 833049** if you have any queries.



Full health check

Regular health checks can pick up early signs of problems that can then be treated before they become serious. This gives you peace of mind that your cat continues to enjoy a healthy, happy life.

If you choose for your cat to have a health check, the vet will listen to your cat's heart and lungs, examine their eyes, ears, teeth, feel for any unusual lumps and bumps and check for any other signs of health problems. The vet will also check your cat's weight and body condition.

If you would like to add a routine screening blood test for liver, kidney and thyroid function, we can add this to the full health check.*

You will receive a full report from the vet including any recommendations for further investigations or treatment if required.

We will use the details that you give us in your questionnaire to consider your pet's general lifestyle – feeding, routine flea and worm treatment, vaccination history – and the report will include any suggestions we may have.

All examinations are carried out onsite in our dedicated veterinary consulting room.

Over 8 year old health check

From around the age of 8 years old, cats are more likely to develop age-related conditions including liver, kidney and thyroid disease. Whilst not always curable, if caught early we can often manage these conditions and keep your cat feeling well for much longer. For this reason we offer the more mature felines a full health check, as above, and include a screening blood test.

All examinations are carried out onsite in our dedicated veterinary consulting room.

Vaccinations

Annual vaccinations are important to protect your cat from common but serious infectious diseases. Current UK regulations, very sensibly, require that all cats going into licensed catteries have up to date vaccinations.

Should your cat's vaccination be due when you book him or her into the cattery, we can do that for you onsite at Cleracres, either before, during or after their stay. Please read the following guidelines:



*There will be an additional charge for the blood test

If your cat's booster vaccination is due soon, we recommend that you arrange vaccination three to four weeks before your cat's stay to give them full protection against infections whilst they are with us. Simply call us on **01275 833049** to book an appointment at the clinic or, if you prefer, a home visit from our vet.

If it is not possible for you to arrange vaccination three to four weeks beforehand, we can give your cat the booster vaccination when you come to pick them up at the end of their stay. However please be aware that protection against infection might not be optimal whilst they are with us. Also, having the booster vaccination at the end of their stay means an increased risk that it may not be effective due to your cat having been in an unusual environment.

If your cat's vaccinations will be out of date at the time they intend to stay with us at Cleracres, but the date of their last vaccination is less than 15 months ago, it is important that he or she has a booster vaccination three to four weeks before their stay. This means that your cat is fully protected by the vaccine at the time of their stay at Cleracres. Simply call us on **01275 833049** to book an appointment at the clinic or, if you prefer, a home visit from our vet.

If your cat's vaccinations will be out of date by 15 months or more at the time of their intended stay at Cleracres, **or if your cat has never been vaccinated**, he or she will need to have a full vaccination course of two injections, three weeks apart with the first injection being at least six weeks before their intended stay at Cleracres so that your cat is fully protected by the vaccine at the time of their stay. Simply call us on **01275 833049** to book an appointment at the clinic or, if you prefer, a home visit from our vet.

Flea and worm control

Using your answers on the health and lifestyle questionnaire, we can advise you on the best flea and worm prevention for your cat. Following a flea check from our vet, or a full health check, we can provide you with up to a year's worth of prescription-only flea and worm preventative treatments. We can even give your cat a dose while you are away. Prescription-only products have been rigorously tried and tested in order to get their prescription licence and can therefore be proved to be safer and more effective than non-prescription products that are sold in supermarkets and pet shops.

Remember that some worms can affect people too so it's vital to keep your cat's worming control up to date.



Microchips

A microchip is the safest form of identification for pets. The chip is only as big as a grain of rice and is implanted in the scruff of your cat's neck. Every microchip has it's own 15 digit number which holds all your pet's personal details, including name, address, contact numbers and any other information that may be relevant.

Veterinary Practices, Police Stations and Rescue Shelters have special scanners that can detect and read the information on your pet's microchip, so that you can be reunited without delay.

The microchipping process is quick and no more painful than a vaccination. It is permanent (unlike a collar tag which can be lost or removed) and the details are available 24 hours a day on national and international databases, so your pet can be returned quickly and safely.

We can microchip your cat while you are away or when you drop off or pick up, and register your cat's details for you with the national database.

Dental procedures

Throughout your cat's life, food material, bacteria and saliva are deposited naturally and continuously on the surface of your cat's teeth. In time, this will turn into tartar, which eventually spreads under the gumline and causes dental disease, such as gingivitis (inflamed gums) and even loose teeth and abscesses.

Dental disease is very common in middle aged to older cats, and can cause many symptoms, from bad breath to pain and unwillingness to eat. However, cats are very good at hiding signs that they are feeling uncomfortable, so it's worth checking their teeth on a regular basis.

If you suspect your cat has dental problems, you can arrange to see our vet at Cleracres when you drop him or her off at the start of their stay. If the vet decides that a dental operation is needed, either to remove the tartar (descale and polish) or to remove diseased teeth, he or she can discuss with you what this entails for you and your cat. We can then arrange, if you wish, for your cat to be taken from Cleracres, by Pet Chauffeur, to one of Highcroft's surgeries for a dental operation while you are away, and then bring him or her back to Cleracres until you come home.

These dental procedures require a general anaesthetic, so our vet does need to examine your cat, discuss the operation with you and get your written consent for the treatment before you go away. The simplest way for you to do this is to make an appointment to see the vet at Cleracres on the day you drop your cat off at the cattery. It is important that we have a way to contact you by telephone on the day of the



operation, or a nominated person with the authority to make decisions on your behalf about your cat.

Neutering

We advise neutering all cats, except those that are going to be used for breeding. Neutering prevents unplanned pregnancies and unwanted kittens, and can also prevent serious diseases like mammary cancers and the spread of diseases such as FIV (Feline Immunodeficiency Virus). Neutering also makes cats less likely to spray their territory (i.e., your house and garden) or to fight with other cats, and stops female cats coming into season every few weeks.

If you have a young cat over six months of age which is not yet neutered, and you need to book him or her into Cleracres cattery for a stay, we can arrange for the operation to be done at one of Highcroft's surgeries while you are away. We will arrange transport to and from Cleracres for you with a Highcroft Pet Chauffeur.

Neutering (spaying for female cats, castration for male cats) is a surgical procedure that requires a general anaesthetic, so our vet does need to examine your cat, discuss the operation with you and get your written consent before you go away. The simplest way for you to do this is to make an appointment to see the vet at Cleracres on the day you drop your cat off at the cattery. It is important that we have a way to contact you by telephone on the day of the operation, or a nominated person with the authority to make decisions on your behalf about your cat.

Aftercare for dental and neutering procedures

After your cat's dental or neutering procedure, unless Highcroft feels that your cat has not fully recovered, he or she will be returned to Cleracres, by the Pet Chauffeur, to be cared for in the 'Snugglies' house by Cleracres staff. If there is any doubt about your cat's fitness to return to Cleracres, Highcroft will keep them at its 24-hour hospital overnight where they will be monitored regularly throughout the night.

Cleracres 'Snugglies' is a quiet and secluded indoor area, separate from the main runs, with special low-level chalets – this is a perfect convalescent retreat where your cat will be monitored every hour by Cleracres staff on the day of their return up until 10pm, and then three times a day as per normal at Cleracres for all boarders.



**HIGHCROFT VETERINARY CLINIC
AT CLERACRES CATTERY**

01275 833049

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