

# Caring for your pet 24/7

Hello again from the team at Blacks Vets! My name is Brian Hogan and I am one of the Clinical Partners here at the practice. We hope you and your pets have enjoyed a happy and healthy summer and are now raring to go as Autumn approaches.



**Dr Brian Hogan MRCVS MVB Cert SAS, Partner, Blacks Vets**

Its been a very busy summer for us at Blacks Vets. You may have caught us on new prime time Channel 4 show, The Job Interview, where our MD and Practice Manager were filmed recruiting a new receptionist. We were delighted to welcome on board not only Emily who eventually won the role, but also David and Nicola who also featured in the program.

Its great to have extra team members join us, as this time of year is always full of activity and my colleagues and I have of course been working hard to offer the very best care for our patients. The welfare of the animals that we treat is our highest priority and we know that in order to achieve this, our vigilance must extend round-the-clock. That's why we never outsource overnight care, meaning that at worrying times, owners can at least relax safe in the knowledge that the same high standard of day care is also being carried out at night.

So what exactly does round-the-clock care mean for our patients? And how can it make a critical difference to some outcomes? Although of course every night is different, here is a look

at what a typical night involves at our flagship Accredited Veterinary Hospital in Dudley.

At around 7.15pm, last appointments from the day clinics finish and any incoming patients are now classed as medical emergencies. The day team hand over to the night team with a detailed briefing. Each night shift is staffed by experienced nurses and a Vet on call. Its always worth checking what provisions your veterinary surgery has for overnight care as it can be traumatic for an animal to be moved whilst trying to recover.

Our overnight patients are constantly monitored and made comfortable on the ward over night. A pet may need to stay with us for a variety of reasons; they may be recovering from an operation, or have become dehydrated through severe vomiting and diarrhoea. They may be presenting worrying symptoms which require close observation or they may have been admitted as an emergency case having been injured or through swallowing poisonous substances. Whatever the case, we have dedicated parts of the ward for dogs, cats and rabbits ensuring that pets can be treated calmly and safely.

We administer medicines throughout the night, check temperatures and heart rates and ensure that our pet patients are at ease. If a pet needs to be kept at a particular temperature to optimise their healing, we have the facilities that enable us to regulate this. We have an intensive care unit for critically ill patients and also an isolation area where pets who may have contagious or dangerous illnesses may be treated without risk to other animals.

We also undertake all of the routine parts of pet care such as feeding and walking if a patient's condition allows this. A change of scenery and a little light exercise can be very beneficial in some cases and we ensure this happens throughout the night if this is so.

We understand that familiarity is very important to poorly pets so aim to keep as many parts of their care as consistent as possible. If a pet is fed a particular diet at home, we can ensure that this is replicated during their stay and we of course go out of our way to give our patients the same love and cuddles that they would receive at home! Our nurses always go the extra mile to help soothe an anxious pet and will sit and stroke your animal to help them sleep or simply to help them feel calm.

We also understand what a worrying time it is for owners when a pet is ill and clients can request a nurse to phone them before bedtime with an update on their pet's condition. In the case of an emergency, such as a road traffic accident, there is a private and comfortable visiting room where family members can stay on site whilst their pet is treated.

If your pet is recovering from an orthopedic operation, we keep patients in overnight and administer pain relief medication every 4 hours rather than send patients home for owners to dispense, as may be the case with other practices.

Like any good hospital, excellent standards of housekeeping are vital to our efficiency and success, so the practice is cleaned throughout the night to the same high level that it is during the day. Bedding is refreshed to keep it soft and clean and patients of course have constant access to fresh clean water.

At 8am the day team arrives and a detailed briefing takes place between the two teams including a handover list with all the updates and notes from the night before. Routine checks are made on every patient and medicines administered where appropriate. The veterinary team review treatment plans and make adjustments where necessary and owners will receive a morning update.

Our dedicated, on-site operating theatres and state-of-the-art technology mean that pets rarely have to wait for treatment and many

tests can be conducted within the practice. In emergency or life-threatening situations, surgery can be carried out during the night rather than having to administer pain relief until morning.

We are fortunate to count several Advanced Veterinary Practitioners as part of our senior team, with additional expertise in Dermatology, Cardiology, Small Animal Orthopedic Surgery and Soft Tissue Surgery. We regularly accept referral patients or provide second opinions for clients from across the Midlands.

If your pet has experienced a chronic or reoccurring condition, why not contact us to see how we can help? [www.blacksvets.co.uk](http://www.blacksvets.co.uk) Until the next issue, wishing you and your pets a great Autumn.

Blacks Vets are currently recruiting Vets and Registered Veterinary Nurses. For more information please visit [www.blacksvets.co.uk](http://www.blacksvets.co.uk)



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