



## Health Care Records

HOME VISITS & 24 HOUR  
EMERGENCY SERVICE

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A strong bond of affection soon grows between you and your cat. In order to enjoy this bond for as long as possible you must play an active role in maintaining your pet's health.

This booklet will help you to keep track of all the most important healthcare measures, including those administered by your Veterinary Surgeon and those you need to perform yourself.

Year by year it builds into a complete picture of your cat's healthcare, including all his/her vaccinations, routine check ups and other treatments.

The information it contains is invaluable to us and will help us provide the best possible care, so please bring it with you every time you visit the surgery. You will require your vaccination card as proof of up to date vaccination for boarding kennels. We recommend you keep your vaccination card in your folder.

We wish you and your cat a long and happy life together!

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HEALTHCARE RECORDS



## Why should I bring my pet to New Era Veterinary Hospital?

- We have looked after the Island's animals for over 80 years, and during that time the practice has grown both in size and in the range of skills/expertise we can offer.
- We are the only practice in the Channel Islands, with the facilities and standards that qualify us to be a RCVS recognised Tier 3 Veterinary Hospital, which is the highest standard that can be achieved in general practice.
- Our 24 hour emergency service means a vet is available to help your pet, day and night, 365 days a year. If your pet is admitted, they will receive "round the clock" care by qualified nurses, whenever they might need it.
- We try and make it as convenient as possible for you to see your vet. Consultations (by appointment) are available throughout the day from 8.30am until 7.30pm. Home visits can also be arranged. Convenient parking is available at both New Era and Leodis.
- Our team of experienced vets includes certificate holders in surgery, medicine and equine practice, and we have the facilities to back up their knowledge. This means our clients can access advanced procedures without needing to be referred to the UK.
- We also have a large team of dedicated nurses, who will care for your pet throughout their time with us. Whether your pet is having an anaesthetic, receiving nursing care in one of our 4 in-patient wards, or needing samples run in our in-house lab, it is reassuring to know a qualified nurse is in charge of their care. We can also offer a range of complementary therapies, including hydrotherapy, physiotherapy and acupuncture.
- Our support staff (including receptionists, telephonists and the accounts department) are here to help you in any way they can.
- Friends Club allows you to spread the cost of your pet's routine pet healthcare throughout the year, giving you a top-quality service at a reduced cost.
- When possible we offer suitable Promotions on a monthly basis that are advertised in house and on our website: [www.neweravets.co.je](http://www.neweravets.co.je)



## Year Planner

Check list of routine services that we offer your pet at New Era Veterinary Hospital

<b>6-9 weeks of age</b>	Meet your healthcare nurse Preliminary examination with nurse Discussion of preventative health care and behaviour/training
<b>9 weeks</b>	Full health examination by a veterinary surgeon Start Primary vaccination programme Development check with your healthcare nurse Discuss pet healthcare plan and insurance Discuss neutering and microchipping Discuss worm and flea control programme
<b>12 weeks</b>	Complete Primary vaccination programme Development check with your healthcare nurse Discuss pet healthcare plan and insurance Discuss neutering and microchipping Continue worm and flea control programme
<b>6 months</b>	Adolescent development check with your healthcare nurse Check preventative healthcare programme Neutering advice Behaviour/training advice
<b>9 months</b>	Young adult development check with your healthcare nurse Check preventative healthcare programme Check weight and nutrition
<b>12 months</b>	Young adult development check with your healthcare nurse Check preventative healthcare programme Check weight and nutrition
<b>15 months and every year thereafter</b>	Full health examination by a veterinary surgeon Annual booster vaccination Check pet healthcare plan and insurance Continue worm and flea control programme Check weight and nutrition
<b>6 monthly interim</b>	Development check with your healthcare nurse Check preventative healthcare programme Check weight and nutrition Behaviour advice



## Vaccination

Treatment of sick and injured animals is obviously a very important part of our work, but we are great believers in preventative medicine. Vaccination plays a major role here.

Vaccination provides protection against several contagious viruses which can be contracted from the environment or from unprotected cats - Feline Enteritis, the Cat Flu viruses, and the Feline Leukaemia Virus. We still see these life-threatening diseases in unvaccinated cats, and the heartbreaking fact is that they can be so easily prevented.

At our practices a full health assessment is included in the price of every vaccination appointment. This is always a good opportunity to examine your pet for any problems that you may or may not have been aware of. Regular examinations mean early diagnosis of conditions and gives your pet a better chance of a successful outcome!

**In summary, vaccination is a safe, reliable and cost effective way of giving your cat the best chance of living a long and healthy life.**

Once kittens have had their initial vaccination course at 9 and 12 weeks, it is really important for them to have an annual booster vaccination. It is vital to maintain their immunity as older cats can still succumb to these killer diseases. There is no evidence that the immunity lasts longer in older cats. In fact elderly cats, like elderly people, are more likely to have a poor immune system. You may need to restart the vaccination course if the booster is allowed to lapse.

### KEY POINTS

- All kittens should be vaccinated
- All cats need yearly boosters
- Elderly cats still need their vaccinations
- These diseases are still around, and they can kill!
- A full health assessment is included in the price of a vaccination appointment
- Rabies vaccinations are available for pets destined to travel abroad
- You should take the vaccination certificate to the kennels as proof of vaccination.
- No reputable boarding establishment will take your cat if their vaccinations have lapsed.



## Neutering

### We recommend:

- All pet cats are neutered, unless intended for breeding.
- Male cats also benefit from being neutered.
- Monitoring weight and food intake post operatively.

### What is neutering?

Neutering is the surgical removal of the sex organs. In the male, this is called castration, and simply involves removing both testicles. In the female, the operation is commonly called spaying, and both ovaries and the womb are removed.

### Why is it good to neuter your male cat?

Some problematic behavioural traits may, in part, be linked to male hormones. These include aggressive, hyper-sexual and territorial behaviour, including spraying, all of which may be unacceptable in a home environment. Castration of cats has been shown to reduce the tendency of them to exhibit such traits.

**Uncastrated male cats are also more likely to fight with other cats, whereby serious wounds can be inflicted, or life threatening diseases (e.g. Feline Leukaemia, Feline Aids) transmitted.**

### Why is it good to spay your female cat?

Apart from the obvious advantage of preventing unwanted litters, cats will stay in season for most of the year, starting with her showing a behaviour known as "calling". This can be distressing to owners as it sounds as though she is in pain. She will become desperate to get out of the house to find a mate, increasing the risk of road traffic accidents and unwanted pregnancies.

### When should the operation be performed?

Neutering cats of both sexes is usually performed at 6 months of age.

### Are there any disadvantages of neutering?

Neutering is a surgical procedure and involves an anaesthetic. In a young healthy animal, the risk associated with this anaesthetic is minimal. Neutered animals have a reduced metabolic rate, and so there may be a tendency to put on weight if the same quantity of food is given. However, a slight reduction of food intake or switching to a recommended veterinary post-neutering diet should prevent this. One of our healthcare nursing team would be happy to discuss any queries with you.



# Fleas

## What can fleas do to my pet?

- Flea bites cause discomfort and irritation.
- Many pets become allergic to flea bites which leads to intense itchiness, and severe self-inflicted trauma.
- Fleas are responsible for transmitting some tapeworms to our pets.

## How can I control the flea problem?

Please consult us – many non-prescription preparations simply do not work well enough to achieve effective flea control.

- It is practically impossible to prevent your pet coming into contact with fleas so regular treatments are necessary to control the problem and prevent a build-up within the home.
- Effective flea control may involve using a combination of products. These attack both the adult flea stage on your pets AND the immature stages within the home.

## Flea Control

Fleas breed throughout the year in centrally heated homes. Therefore it is important to maintain a flea control program throughout the year, treating both the environment and the pet.

## Pet Treatments

Spot on applications such as **Advocate™** are applied on to the skin in the neck region and kill fleas. This treatment has the added benefit of treating roundworms.

## Environmental Control

Environmental control is probably as important as treating your pet as only 5% of the flea population within your house are adult and living on your pet; 95% are eggs, larvae and pupa. To treat the environment use a household spray such as **Indorex™**.

### KEY POINTS

- Almost all dogs and cats pick up fleas
- Fleas are present all year round
- Your house may harbour developing fleas that will bite your pet
- Fleas are a health hazard to you and your pets
- Effective control involves the use of a combination of products



# Worms

## What are worms?

Worms are parasites found within the gut of your cat. Roundworms look like pieces of string, Tapeworms are long and flat with segments which look like grains of rice and can be mobile. They can occasionally be seen on the hair around the bottom.

Worm eggs remain infectious in the environment for years.

## What can worms do to my cat?

With mild infestation your cat may still appear healthy, however a heavy worm burden can cause vomiting, diarrhoea and weight loss, and can weaken your cat's immune system making it more susceptible to infection. It is also a little embarrassing to find a tapeworm segment on the clothes of a visitor who has been making a fuss of your cat.

## What can worms do to my family?

The greatest threat to human health is the larvae from the roundworm *Toxocara*. Children chewing dirty fingernails may pick them up from the environment and although serious consequences are rare, these worms can cause blindness, heart problems and epilepsy.

## How would my cat get worms?

Kittens get roundworms from their mothers. Worm eggs and larvae are also picked up from the ground where faeces have been left. During grooming your cat ingests these eggs or larvae. Tapeworms can be picked up when pets groom and swallow fleas that are infected with tapeworm eggs. Hunting cats are particularly at risk since small mammals and birds are also a source of tapeworm infection.

## How can I control the problem?

The prescription wormer that we supply, **Milbemax™**, is one of the only wormers that treats all types of roundworm and tapeworms found in cats. We recommend **Milbemax™** not just for their efficacy, but for their convenience of use and value for money. **Advocate™** is ideal for prevention of Roundworms.

## How often should I treat my cat?

All cats should receive **Advocate™** monthly to provide ongoing protection against roundworm, plus every 6 months with **Milbemax™** for tapeworm protection. Treatment will minimise the risk to them, your family and the general public. Hunting cats may need to be wormed even more regularly against tapeworms.

### KEY POINTS

- Worms are a threat to the health of your family and your pet
- Worms are very common in our pets
- Regular worming is necessary to control infestations

## Dental Care

Dental disease is the most common problem we see; 80% of our pets have irreversible dental disease by 3 years of age.

### What should I look out for?

**Temporary teeth** sometimes fail to fall out resulting in misalignment of the permanent teeth. They can also create pockets in which food accumulates, leading to gum infection. Temporary teeth should be removed if still present at 6 months.

**Plaque** is made up of bacteria and food debris and builds up on the teeth throughout the day. It soon changes to a solid deposit called tartar which damages the gums and tooth roots. Eventually the teeth may fall out. This process often leads to infection of the surrounding gum and bone causing pain and other health problems.

Dental disease is a launch pad for infection which travels via the blood to other parts of the body, including the heart, kidneys, lungs and liver.

### We recommend:

- Royal Canin Dental Diets and prescription t/d diets. These are complete, balanced diets that use unique fibre technology to clean the teeth while eating.
- Brushing the teeth, if practical.

Our Healthcare nurses would be happy to advise you on our routine dental hygiene plans.

### KEY POINTS

- Monitor young pets for abnormal tooth development
- Get your cat used to having its mouth opened and examined on a regular basis



## Nutrition

### How important is proper nutrition?

The right diet is vital to keep your cat fit and healthy. Poor nutrition accounts for a remarkably high percentage of the health problems we see. These include vomiting, diarrhoea, flatulence, obesity, dental problems, growth deformities, heart, kidney and skin problems.

### What type of diet should I feed?

- Home made diets - very rarely are these nutritionally balanced or complete. They are relatively difficult to prepare and expensive.
- Commercial diets are convenient and unlikely to have deficiencies.

### Is tinned or dry food better?

Dry food is more cost effective and helps to keep the teeth and gums healthy. Tinned food has a much higher water content which means that more is required to satisfy your pets appetite. However some pets find tinned food more palatable and easier to digest.

### Which brand should I choose?

There are many different life stage diets to consider. **Royal Canin™** Veterinary diets offer a high quality range of diets for cats that are tailored to meet their individual nutritional needs. Our healthcare nurses would be happy to advise you on the best diet for your cat.

- **Growth stage** diet is designed to provide the extra nutrients needed by growing kittens yet avoiding the excesses that often lead to obesity.
- **Adult stage** diets provide all the nutritional requirements of an adult pet while reducing the risk of obesity, dental and kidney disease later on in life. All diets are balanced to prevent urinary stones and crystals, as well as hairballs. Varieties exist for specific breeds such as "Persian" diets, and to target specific problems such as the neutered cat range, which helps to prevent weight increase and urinary problems.
- **Senior stage** diets are designed for pets over 8. They cater for the more relaxed lifestyle of the older pet helping them to remain in good shape while keeping the skin, coat and internal organs in good health.

### KEY POINTS

- Poor nutrition may lead to health problems
- Different life stages have different nutritional requirements
- Always make fresh water available



## Behaviour & Training

### Handling your kitten

It is important to start regular grooming as early as possible, particularly with long hair-cats. If you start handling your kitten now she/he will regard this as routine, making your life a lot easier and safer!

### Socialising your new kitten

A well-behaved cat is a joy to have around. To ensure good behaviour throughout its life, training should start as early as possible, and your cat should be fully socialised.

At the start of every cat's life there is a uniquely sensitive period in which they can absorb many new experiences without fear. The more they can be exposed to these experiences at an early age the less likely they are to become scared and stressed later on in life!

It is vital, therefore, that you allow your young kitten to interact with adults, children, cats and other pets; and that you let them experience a wide range of household noises, appliances, travelling in the car etc.

Vaccinating as early as possible will allow socialisation outdoors and in the company of other animals, without fear of disease.

### Litter training

Cats are generally very clean animals and they will usually have already been litter trained. All you need to do is ensure that the tray is kept clean and is in a quiet area in the house. Cats do not want their toilet to be next to a busy walkway in the house or near their food.

### Toys

Kittens rarely play with the nice expensive toys that you buy for them and are more likely to find enjoyment out of pouncing on a piece of string, batting ping-pong balls around the room and hiding in cardboard boxes. Don't be tempted to use your hands or feet for kittens to pounce on as this can lead to serious behavioural problems later on in their life.

## Friend's Club & Pet Insurance

### Friend's Club

New Era Veterinary Hospital now offers a scheme to help you spread the cost of routine preventative care throughout the year on a direct debit system while providing a discount to its members for recommended products (eq. vaccinations, flea treatment and worming). Membership of this scheme also includes regular free nurse health checks and gives you extra savings on other services. Ask a nurse or a member of the reception team for further details.

### Pet Insurance

**One pet in three will require veterinary treatment this year.**

Perhaps this treatment will be a 'one-off' problem like broken bones after a road accident. It may equally be an ongoing problem like diabetes, a skin allergy or arthritis. As medical and surgical treatments become more advanced, inevitably the cost of first class veterinary care increases and in some cases becomes a limiting factor. This can be a heart wrenching position to be in.

For a fraction of the cost of feeding your pet, it is now possible to insure him/her against accident, illness and injury. Ideally, you should pay your account at the time of treatment, submit a claim form and we will arrange for your insurers to pay you direct.

### Selecting a policy...

There is a wide range of insurance policies available. Please take time to read through any policy you may agree to, especially, in regard to the cover and the excess charges. If you are unsure, confirm the details with the policy provider. New Era can offer impartial advice.

We recommend combining the Friend's Club with an insurance policy to give you absolute peace of mind for all your pet's healthcare needs.

### KEY POINTS

- Some medical problems can be very expensive to treat.
- The daily cost of insurance is relatively low.
- Tailor your cover to your needs and your means
- Friends Club can spread the cost of routine Pet Healthcare



## Microchipping

Microchipping is a quick, easy and painless one-off injection which places a tiny microchip under the skin of the scruff of the neck. Each microchip carries a unique number which can be read by a portable scanner and will allow the authorities to contact you should your cat get lost.

### Why should I have my pet microchipped?

- The microchip is a permanent means of identifying your pet. Collars and tags, however useful, can easily be lost.
- Should your pet get lost, the microchip system will help to return him/her to you with the minimum of delay before being re-homed or even euthanised. This is particularly important if your pet is seriously injured.
- Pets travelling abroad are required to be microchipped as part of the Pet Travel Scheme.

### How can I be traced if my pet is found?

Your information is kept for life on our practice computer system and a National Database and the fee for this is included in the cost of the implantation. If your pet is found and its chip number identified, it is a relatively easy matter to reunite you with your pet. The chips comply with the International Standard Organisation (ISO) and so can be recognised by scanners abroad.

### What if my personal details change?

Whilst the microchip with its unique number will remain with your pet for life, it is possible to update your personal details on the National Database as and when required.

### Can microchips have side effects?

A European reporting system which monitors reactions to microchip implantation has failed to identify any significant problems in the last 6 years.

### KEY POINTS

- Microchips are the best method of permanently identifying your pet
- They are safe, practical and effective
- They can be implanted at any age
- Implantation takes a few minutes and does not require sedation or anaesthesia
- Microchips are required as part of the Pet Travel Scheme



## Pet Passport

The Pet Passport allows the entry of your dog, cat or ferret throughout many EC countries without any additional health certification being required. To obtain a Pet Passport, your pet must be microchipped and vaccinated against rabies. Animals must be 3 months old before vaccination takes place.

Before issuing the Pet Passport, dogs and cats that are returning to the UK must also have a blood sample taken, normally three weeks after the vaccination, to check that the animal's immune system has responded adequately. Very rarely a follow up vaccination and blood sample are necessary. Once the result of the test is known, the passport can be issued but is only valid for return to the UK 6 months after the blood sampling date.

It is important to allow at least 7 months from the date of first vaccination to the planned date of re-entry to the UK.

Countries outside the EU may have additional requirements which necessitate a health check and completion of a certificate by a States of Jersey nominated official vet a few days before the travel date. For these countries, application for the appropriate paperwork should be made to States of Jersey at least a month before the travel date.

Before returning to the UK the cat or dog must be treated with a specific worm treatment and a specific tick treatment. This needs to be done 24-48 hours before their return to the UK. This needs to be done by a registered veterinary surgeon abroad, who will then sign your pet's passport.

Provided rabies booster vaccinations are given at the correct time and the passport signed by an official veterinary surgeon, it will remain valid. If booster vaccinations are not given within the required period then repeat blood samples and the 6 month qualifying period will apply. It is an owner responsibility to keep your pets rabies vaccinations current.

### Does quarantine still exist?

Yes. All dogs and cats entering the UK that do not have a valid Pet Passport must undergo a period of 6 months quarantine. It is essential that clients ensure that all documentation is valid and correct.

### Are there any other diseases you should worry about?

Yes. The requirements of the Pet Passport are designed to prevent certain diseases (especially rabies) being introduced to the UK, rather than preventing your pet from becoming ill itself. There are some serious life-threatening diseases that are common in Europe. Please speak to one of our vets well before travelling for advice on treatments that can help protect your pet while abroad.

### Where can I get further information?

Please feel free to contact us but there are two additional useful sources of information:

The PETS Helpline, tel: 08702411710 (830am - 5pm, Mon-Fri)  
Environment Dept (Jersey), tel: 01534 441600

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