



'The service that you give is the best possible, you have shown myself and my cats great kindness and expertise.'

Mrs Bayliss, Empingham

'You already provide an excellent service, I cannot think of any specific areas where you could improve. The environment of the hospital is very friendly, but still professional.'

Mr & Mrs Crumpton, Langham

At Oakham Veterinary Hospital we are committed to upholding our Gold standard Cat Friendly Clinic status. We aim to go above and beyond the expectations of both our clients and the ISFM scheme.

If you have any feedback for us or suggestions on how we might become even more cat friendly for you and your cats please do not hesitate to contact us.

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OAKHAM VETERINARY HOSPITAL

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Guide to Cat Friendly Clinic status



What is a Cat Friendly Clinic?

- Understand the needs of cats and make vet visits more cat friendly.
- Understand how to approach and handle cats gently and with care.
- Have good knowledge and equipment to manage the care of cats.
- Have at least one 'Cat Advocate' who ensures the standards are adhered to, and is happy to talk to clients about the scheme.

Our Commitment

As a practice we understand that cats are highly sensitive to new sights, sounds and smells. As they generally prefer quiet and solitude, being in a busy clinic environment can make them very stressed.

All of our staff understand the needs of cats and have made all areas of the clinic more cat-friendly. This includes approaching and handling cats gently, with care and respect. As a practice we also have the relevant knowledge and equipment to manage the care of all cats at the highest level.

What have we done to improve.....

- Separate consulting room for cats.
- Separate cat waiting area with raised cubby holes (and blankets provided) for cat carriers out of sight of dogs, other cats and people waiting.
- Larger cat kennels for in-patients.
- Dedicated 'cat only' appointment sessions.
- Two designated 'Cat Advocates'.
- Training for all staff on the steps we can take to make visits more cat-friendly, thereby minimizing stress levels for the cats and their owners.



Getting Gold!

Cat Friendly Clinic (CFC) accreditation is at three levels - Bronze, Silver and Gold. We have achieved the gold standard for the facilities and care that we offer, making us the only clinic in Stamford and Rutland with this accolade.

Full details of the requirements that must be met to satisfy all levels can be found at: www.catfriendlyclinic.org.

An **ISFM Cat Friendly Clinic** gives you peace of mind and reassurance, letting you know that:

- The clinic has achieved certain minimum accreditation standards.
- The clinic and its staff have thought about the specific needs of cats.
- The staff will be happy to talk with you, show you what they do, and show you around the clinic.



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