

Hopwood Hall College

Level 3 Technical Animal Management

Pre-Enrolment



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Our Vision:
Bringing out
the best in you!

Our Values



Preparing for College: A message from the Principal:

Thank you for applying to study at Hopwood Hall College. We look forward to welcoming you soon. We want to help make sure that you are as well prepared as possible so that you feel at home here from day one.

We understand that the transition from school to college can be daunting but there's no need to worry! We have plenty of pre-enrolment activities which will help to prepare you and make your transition as smooth as possible.

Before you join the College in September, we want you to begin to develop your skills. We have brought together some subject-specific information, signposting to helpful reading and relevant websites and some activities for you to complete.

Don't worry if you get stuck on anything, just try to complete as much as you can. In the meantime, if you have any questions, please contact our Student and College Services Team on 0161 643 7560 who will be happy to help.

I look forward to welcoming you to your college very soon.

Julia Heap
Principal and Chief Executive



Level 3 Extended
Diploma in Animal
Management:
Year One

This booklet will introduce you to some common ectoparasites which you will need to know about as part of your course. You will also find out about aspects of Veterinary Nursing. We hope this gives you an insight into what you will be studying at College and look forward to welcoming you in September!

Ectoparasites

Ectoparasites are parasites that live on the outside of the body. Endoparasites are parasites which live on the inside of the body. There are lots of different types of both, all of which are very important in Animal Management.

Fleas

Fleas are the most commonly seen ectoparasite on pets. You can often spot them as small dark specs moving quickly through the animal's fur. Fleas are wingless and have six legs. Their hindlegs are especially adapted for jumping long distances. Fleas are laterally compressed which means that they are very thin which allows them to easily move between the hairs on your pet. If you looked at a flea under a microscope it would look much like the picture below.



You can test for the presence of fleas on your pet by using the wet paper test. Can you do some research to find out what this test involves? The following YouTube video will help:

www.youtube.com/watch?v=C8149GS68uc

Write down your explanation below:

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Clinical signs

When we are trying to diagnose if an animal is suffering from a specific condition we look for clinical signs. The clinical signs are the symptoms the animal is suffering from. Listed below are some technical terms that Animal Management workers would use to describe specific symptoms. Can you find out what these mean and write this next to the technical term?

Erythema:

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Pruritis:

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Excoriation:

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Alopecia:.....

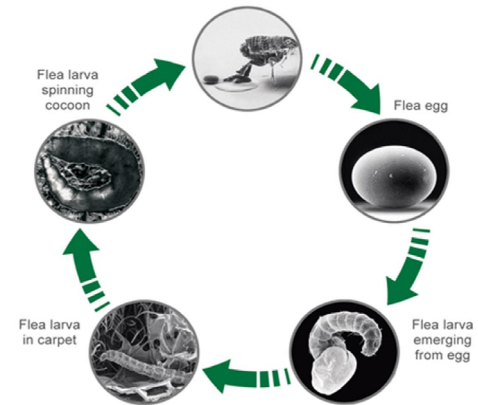
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You may also see flea dirt in-between the hairs on your pet. This is flea faeces and is digested blood. You may notice it as looking like the picture below:



Lifecycle

It is important to understand the lifecycle of different ectoparasites as knowing this will help you to prevent and treat them. Below is a diagram showing the flea life cycle.



Using this diagram and your own research, can you write a description of the flea lifecycle below. The following YouTube video will help:

<https://www.youtube.com/watch?v=Q5Wb2kGfkqE>

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Ticks

There are a number of different species of tick but not all are present in the UK.



Clinical signs

Animal owners will often notice what they think is a small wart on their pet. On closer examination you will be able to advise that it is in fact a tick! The picture below shows a particularly bad infestation.

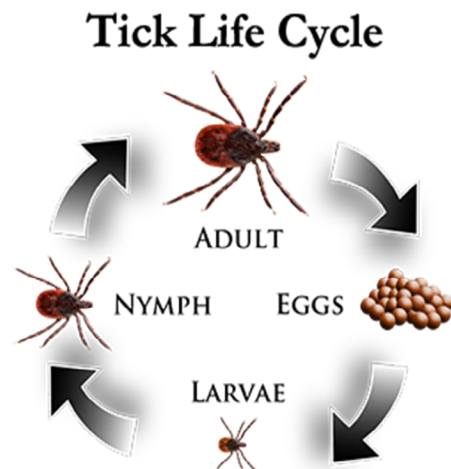


Lifecycle

Ticks attach to their host by climbing up vegetation such as long grass stems. They then perform a behaviour called 'questing' which involves holding their front legs outstretched and waiting for a host (perhaps a dog out for a run) to pass by. They then attach to their host.



Once attached they will suck blood and enlarge in size for 3-5 days before dropping off the animal. The following diagram shows the different stages of the tick life-cycle.



Using the information on this diagram and your own research, can you write a description of the tick life-cycle below. The following YouTube video will help:

www.youtube.com/watch?v=Og_ItOFcQag

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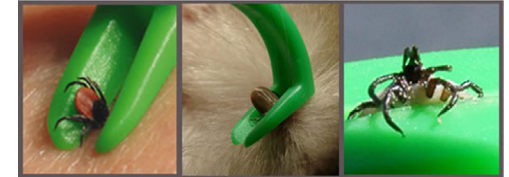
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When removing a tick, it should never just be pulled off. This could cause the head to break and mouthparts to be left in the animal's skin which could lead to an infection. Always use a tick hook as shown below.



Zoonotic diseases are diseases which can be transmitted between animals and humans. Can you name two zoonotic diseases which can be transmitted from ticks to humans and are present in the UK?

1.
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2.
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Cheyletiella mites

These are a kind of mite that can be found on a number of animals but are particularly common in rabbits.

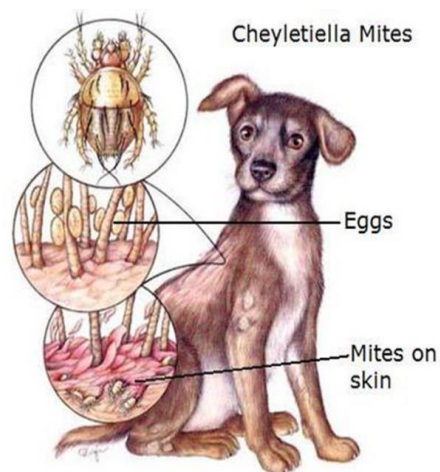
They are often called walking dandruff as they cause the skin of the animal to become scurfy and dandruffy. When the mites move around it can look as if the dandruff is walking.



Lifecycle

The diagram below shows the life-cycle of a Cheyletiella mite. Using this, and your own research, can you write a description of the life-cycle below.

The following website will help: <https://veterinary-practice.com/article/diagnosing-and-treating-cheyletiellosis>



Below is a picture of another common mite which has a very distinctive shape when viewed under the microscope.

Can you name this mite?



Name of mite:

Your task

You are a senior veterinary nurse who has been asked to create an information factsheet about ectoparasites which can be used by trainee veterinary nurses. Using the information in this booklet and your own research can you make sure you include the following ectoparasites in your factsheet:

- Fleas
- Ticks
- Cheyletiella
- One more of your choice

Veterinary Nursing

The skills of a veterinary nurse can be very important in all aspects of Animal Management.



Emergency admission

Whilst specific emergency situations can't be planned for, it should be expected that from time to time there will be emergency admissions, unplanned complications in theatre or unexpected reactions from patients.

The practice will have a crash box or trolley containing equipment and drugs to deal with a patient in acute crisis. There will be equipment to intubate animals that are not breathing and oxygen provision will be at hand on the anaesthetic machine.

Veterinary surgeons and nurses are expected to keep abreast of new developments by undertaking CPD - Continuous Professional Development each year. This will help them to deal with emergency situations in the most effective way.

With disposable supplies and routine equipment kept well stocked, it will be easier to deal with an emergency as most essential items will be at hand.

In the event of an emergency it is essential that all staff are trained to remain calm and polite and consider the feelings of the owner as well as the patient being treated. The owner should be regularly updated with the progress of the emergency situation and asked for consent to any procedures that are undertaken.

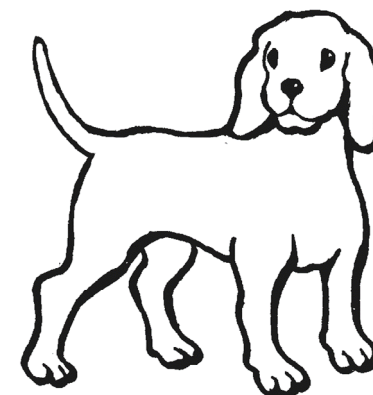
Admitting animals for surgery

When you admit an animal as an in-patient, the client wishes to be reassured that their pet will be well looked after in safe hands.

Identity of the patient is important to avoid making a mistake so check with the owner that you have the right animal. Disposable identification collars are useful to make sure that there is no confusion over similar looking animals after they have been admitted.

Health checking the patient in front of the owner at the time of admission will alert both parties to any unexpected problems with the animal. This makes sure that the veterinary staff are informed and up to date about the needs of the patient but also makes the owner aware of any pre-existing problems should a dispute arise later.

Can you annotate the picture below to show what you think you would do when health checking an animal?



Checking when the patient last ate is important if the animal is to have a general anaesthetic. The patient should be starved for several hours prior to surgery but still have access to water until close to the time of the operation. Starvation reduces the risk of the patient vomiting as they are anaesthetised which might cause choking.

Personal possessions of the animal are best left with the client to avoid them becoming lost or damaged in the practice. Practice policy may allow animals to bring in toys or bedding with the familiar scent of home but they should be labelled when the animal is admitted.

Informed consent is required from the owner before any investigations, treatments or surgical procedures are carried out on their animals. The procedure should be explained clearly in a way that the client can understand at the time of admission.

The owner should be advised how long their animal is likely to need to stay in the hospital, what risks there may be with the procedure, alternative treatments available and how much it will cost.

Only when the client understands the extent of the procedure can they give informed consent. Consent is usually given on a consent form which is a written document that will stay on the patient file or may be over the telephone and written down by the veterinary surgeon or nurse.

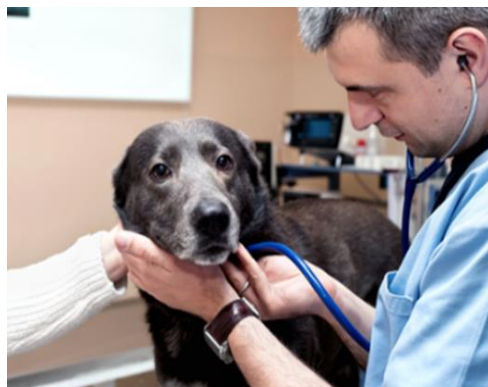
The veterinary nursing code of conduct states; 'Informed consent, which is an essential part of any contract, can only be given by a client who has had the opportunity to consider a range of reasonable treatment options, with associated fee estimates, and had the significance and main risks explained to them.'

Euthanasia

Euthanasia is a difficult time for all those concerned and it can raise ethical issues.

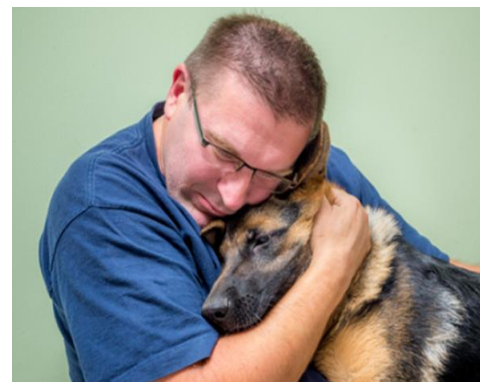
There will be occasions when a veterinary surgeon feels that euthanasia (ending life) of an animal is the best course of action, but the client does not want to have their pet put to sleep. The vet is duty bound to ensure the animal doesn't suffer unduly, but also the client's wishes are to be respected.

The opposite situation can occur where a client wants euthanasia for a perfectly healthy animal. In some cases to refuse an owner's request for euthanasia can cause them distress and negatively affect the welfare of the animal.



Clients will often be nervous or unclear about what euthanasia involves and as a veterinary nurse you can provide information and reassurance.

It is important to remain calm and clear while you explain the procedure. This will give the client confidence that you are going to be in control at this difficult time.



Clients will often want to know exactly what is going to happen to their animal in a step by step guide so they can prepare themselves.

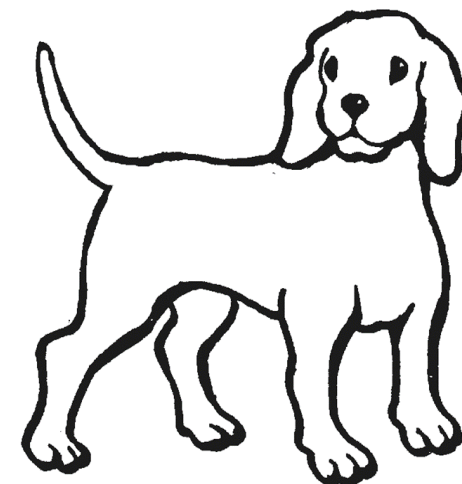
It is useful to make it clear what you expect them to do. Owners will want to know where they can stand, can they stroke or touch their animal and how long they can stay with their pet afterwards.

Establish how or when the client pays for euthanasia before the procedure takes place; it is likely to be a difficult subject to discuss immediately after the animal is dead.

Providing clients with an alternative exit from the practice demonstrates consideration; one that doesn't involve walking through a busy area with other clients and staff.

Veterinary Nursing terminology

Veterinary Nurses and Animal Management students will need to use terminology to describe the different areas of an animal. Can you find out what the following directional terms mean and annotate the diagram?



- Rostral
- Cranial
- Caudal
- Ventral
- Dorsal
- Medial
- Lateral
- Proximal
- Distal

Use your own research and the following YouTube link to help:

www.youtube.com/watch?v=nKYmpzmiwzI&feature=youtu.be

Describing how and when to give medication

Veterinary Nurses and Animal Management students can use abbreviations to help when communicating with other professionals. Can you find out the meanings of the terms below?

- PO
- SC
- IV
- IM.
- SID.
- BID
- TID
- ad lib.
- q

Communicating, informing and reassuring clients

A large part of a nurse's job is to talk to clients, understand what the problem is with their pet.

Clients have the closest relationship to the patient and deserve to be treated with respect and compassion when their pet is unwell. Clients also pay the bills and keep the practice functioning as a business.

Learning to communicate well with a wide range of clients is really important. It benefits the patients(the animals), and the reputation and development of the practice.



The Code of Professional Conduct for veterinary nurses outlines the responsibilities of the veterinary nurse when communicating with clients. A veterinary nurse should be courteous to all clients of the practice and be respectful and honest.

Face to face communication - At times clients may become upset, emotional or angry but it is the duty of the nurse to remain calm and professional in order to keep the situation under control.

Watch the following YouTube video to find out more.

www.youtube.com/watch?v=ujnIV5Vu_oo

The nurse should always listen to what the client has to say and try to find the best way of dealing with the situation for the benefit of the client, animal and the practice.

Body Language - When dealing with clients face to face be aware of your body language. Try to avoid folding your arms which may appear that you are putting a barrier between you and the client.

Standing with your hands on your hips may come across as confrontational so stand in a neutral stance. Try to appear friendly towards the client and make them feel that you respect their viewpoint and want to help - a smile goes a long way!

www.youtube.com/watch?v=TtGMiRyGOOc

Telephone communication - When you are talking on the telephone, obviously the client can't see your body language, but they may be able to still assess your mood.

Try to smile when possible on the telephone and keep the conversation professional but friendly. Even over the telephone nurses have an obligation to abide by the code of conduct and 'provide appropriate information to clients about the practice, including the costs of services and medicines'.

Written communication - letters - Written communication should be in line with practice policy and may be checked by another member of staff. Letters to clients should be on headed paper with the name, address and contact details of the practice.

E-mail communication - E-mail communication can feel less formal, so remember that it is a written record of your behaviour towards a client. An e-mail may be used to form part of the patient records or called upon in case of a dispute with a client.

Text messages - If your practice offers a text message service to remind clients of appointments or deliver information on their animal, remember to keep communication brief and professional. If clients want more information it is best to ring them to deliver a more personal and secure service.

Social media - Remember that a social media page is a public representation of the veterinary practice. It is good advice to only post on social media, material you would be happy to display in the practice waiting room.

If you are using images of patients, make sure you have the consent of the owner and don't display any personal details of the animal or owner as these are confidential to the practice.

Fax: this is quite an old piece of technology, but can still be used to send letters along a phone line.

Client response

Not all clients are the same. Not all clients need treating in the same way.

However, when dealing with any client, always remain polite and calm.

Behaving in a calm and professional manner will benefit both clients and patients.

There are occasions when your patience may be tested. When this occurs, if there is time, have a quick think about whether you were feeling impatient or upset beforehand.

If you decide that is the case try and overcome your feelings and focus on the job in hand.

The age of the client

When you are dealing with clients, consider how their age affects the way you communicate. Some older clients may expect to be treated in a more formal manner. Bear in mind that some older clients may have hearing or visual impairment.

Younger clients may appreciate a more relaxed communication style. Take note of how they address you to gauge what the appropriate approach is for the individual. Remember that whilst at work you are representing the veterinary practice so don't let conversations become too informal or personal.

Providing clear verbal and written information together can help to reinforce your message.

The socio-economic status

Veterinary clients will come from a variety of backgrounds, with different levels of education and awareness and differing levels of income.

Tailor the level of information you give the client according to their understanding. A client with little understanding of medical conditions will need to be given a broad overview of their animal's condition with a focus on the essential care they need to be given. Diagrams, X-rays or relevant videos are useful tools to help with explanations.

A client with a good medical knowledge will appreciate greater detail and may find a relevant scientific paper useful to gain further insight into their animal's condition.

The financial position of the client and whether the pet is insured or not will have an effect on the treatment they can afford. It is useful to present a choice of treatment options if possible and provide reliable estimates of cost.

www.youtube.com/watch?v=hNld_uHa9IA&feature=youtu.be

A client with additional needs

Be aware of clients with additional needs such as;

- hearing impairment
- visual impairment
- physical disability

Don't be afraid to ask the client what they need to make their visit to the vets easier.

- Use visual props, for example videos, posters, 3D models and x-rays to demonstrate care instructions or to explain their pet's medical condition.
- Print instructions in large font
- Use their pet to let them feel with their hands what the problem is

An angry client

From time to time you will experience a client becoming upset. It could be about;

- the bill
- not having a place to park their car
- the time they have to wait for an appointment
- because they are upset about their animal
- because they are upset about something unrelated to their visit to the vets

In any of these circumstances a client may become tearful and distressed or argumentative, difficult, even angry.

Anger needs to be handled very carefully before it escalates and the chances of reasoning are reduced or lost.

No member of the veterinary team should tolerate abuse and if you feel this is happening you should alert a senior member of staff immediately.

The aim is to defuse the situation. There may be a room where you can take an upset client, (upset can range from tears to anger and shouting). It may be policy of the practice or your own decision to leave the door partially open.

Encourage the client to voice their upset and listen to what they have to say. Take notes and make sure you understand the problem and show you understand. Sometimes people just want to talk and feel that someone has heard them and understands before they are satisfied.

On other occasions you may need to try to find a solution to the problem.

If you are able to help;

- Offer advice in a calm, steady voice
- Be aware of your body language and facial expression
- Try not to make any hostile gestures, for example, do not point or stare, raise your eyebrows or roll your eyes.

If you are not able to provide a satisfactory answer to a client's complaint, make it clear to the client how you intend to go forward with it.

Let them know you have understood the situation and that you have made some notes. If the client has the time (ask), go through the notes with them. Quietly advise them who the complaint will be passed to and provide a realistic time frame for when an answer can be expected.

An emotional client

When a client is under stress, or upset about their animal's condition/suffering/health it can lead to distress and tears.

If there is somewhere in the practice that clients can go and sit with some privacy, they may be relieved for a place where they can compose themselves. Offer tissues and a hot drink. A veterinary nurse can console a client and show sympathy; they also have to remain calm and positive.

Again, listen to what they have to say.

It is often a good idea to direct them to other sources of help such as bereavement councillors or family members who can support them

Your turn: role play

- Ask someone you live with to help
- Ask your helper to pretend they are an owner bringing their pet to the Veterinary Surgery
- Your helper should pretend to be the different types of clients described above
- How would you respond to these different types of scenarios?
- Use this role play to practise your communication skills

We hope you have found this booklet useful and have enjoyed beginning to learn about Animal Management. See you in September!