

the latest

news from maven veterinary care



Firework Fear!

As the darker nights roll in and with bonfire night just around the corner,



fireworks inevitably become a concern for a lot of owners. So what can be done to minimise their effects?

Plan a good dog walk earlier in the day and a big meal early evening, both of which will make them sleepy. Also, make sure you keep the cat flap locked and that all your pets are microchipped, just in case they take fright and escape. It's also a good idea to bring rabbits and guinea pigs inside and give them extra bedding to hide in.



Offer an anxious pet a place of safety such as a makeshift den. Pets feel much

more secure in small spaces and it will help to muffle the noises – as does keeping the curtains closed and the TV on. Offer them fuss if they require it but stay calm and try not to overly reassure them as this may worsen anxious behaviour. The best time to praise them is when they are being calm.

Many stressed pets will also benefit from calming pheromone diffusers (Adaptil for dogs and Feliway for cats). These can help pets feel calmer and safer in their environment. They should be plugged in at least 48 hours before fireworks are due to start.

A longer term approach for noise phobia involves ongoing treatment and training that aims to make pets less noise sensitive.

As you can see there are a variety of things you can do to make the "firework season" less stressful for your pets. Please get in touch for more information on how to best manage this difficult time of year.

CELEBRATING SUCCESS

Maven is rated Outstanding for Five RCVS Practice Standard Awards!

We are delighted to announce that Maven has been awarded five Outstanding Practice Standards Awards from the Royal College of Veterinary Surgeons (RCVS) Practice Standards Scheme (PSS). An exceptional achievement that places us among only a handful of practices in the UK to reach this milestone. Even more impressively, Maven is now the first and only veterinary practice inside the M25 to achieve an Outstanding PSS Award for the Environment, demonstrating our commitment not just to animal care, but also to sustainability and environmental responsibility.

These prestigious awards reflect the incredibly high standards our team maintains every day, giving our clients complete confidence that they and their beloved pets are receiving the very best care at every stage of their journey with us.

Achieving five Outstanding RCVS PSS Awards is not just a badge of honour, it's a reflection of the dedication, compassion, and expertise that every member of the Maven team brings to work each day.

Whether you're visiting us for a routine check-up or navigating a more serious health concern with your pet, these awards give you the assurance that Maven is a place where excellence isn't an exception – it's the standard.

We look forward to continuing to raise the bar for veterinary care, for our patients, our clients, and the planet.

WHAT AWARDS DID MAVEN RECEIVE?

★1 - CLIENT EXPERIENCE

At Maven, we prioritise client experience by providing compassionate, clear, and supportive communication throughout every step of their journey. We've been recognised for excellence in customer service, including bereavement support and ensuring clients feel informed and cared for during emotional times.

★2 - IN-PATIENT SERVICE

This award recognises the exceptional care we provide to pets during their stay or while undergoing day procedures, highlighting our focus on pain management, infection control, and nursing care. Our strict protocols and staff training ensure every surgery and procedure is performed safely and to the highest standards.

★3 - PATIENT CONSULTATION SERVICE

At Maven, we aim to deliver exceptional service for you and your pet during vet and nurse consultations. We have been recognised for excellence in areas like medicine management, pain control and infection control. These commitments along with having constant qualified veterinary nurse support, helps us to deliver consistent standards of care. With separate waiting areas for cats and dogs, we create a calm, stress-free environment for every visit.

★4 - TEAM AND PROFESSIONAL RESPONSIBILITY

This award recognises our team's commitment to continuous improvement and excellence in care. Through regular case reviews, strong clinical governance, strict infection control, and expert medicine management by RVNs Emma and Jade, we ensure the highest standards for both patients and clients.

★5 - ENVIRONMENT (NEW FOR 2025)

We're proud to be the first and only practice inside the M25 to receive the new Outstanding PSS Award for Environment. This award recognises our commitment to sustainability, including reducing emissions, using green energy, and promoting eco-friendly practices throughout the clinic.

Our opening hours

Monday – Friday 8am-8pm

Saturday 9am-4pm

Sunday 10am-2pm

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609-613 London Road, North Cheam, Surrey, SM3 9DF

Alabama Rot – update...



Alabama rot is sadly a disease most owners have now heard about. Despite being around for a few years we still don't know the causative agent for it, which makes specific avoidance advice difficult.

It was originally found in the New Forest, but it is now more wide spread. There is a live map of cases available at www.alabama-rot.co.uk. All breeds and sizes of dogs can be affected.

The condition typically presents with skin ulcers on their pads, digits, paws and feet although some dogs have shown them on their head, muzzle, tongue, flank and belly. In rare cases, blood clots may form in the kidneys, which can lead to kidney failure, which is of course very serious, but thankfully uncommon.

Fortunately, it is still very rare and additionally, most skin lesions will not be related to Alabama Rot; however, if you notice any unusual skin patterns on your dog's skin and need any advice please contact us straight away at the surgery.



Typical photo of a suspected case of Alabama Rot with skin lesions

Getting to the root of the problem!



Did you know that dental problems are probably the most common issue our pets suffer from, and yet they are also one of the most underdiagnosed, mainly because it is difficult to look properly in their mouths and also bad breath is often considered 'normal'?!

However, it most certainly is not! Poor dental health is often very painful, can lead to tooth loss, and infections can spread throughout the body. The sad thing is that most pets will start life with a healthy set of teeth and gums, but – over time – painful dental problems can easily become an issue for them.

A healthy mouth typically has bright white teeth and pink (or pigmented) gums. However, gradual accumulation of plaque bacteria on the surface of the teeth leads to *inflammation* of the gums – a condition called **gingivitis** (also called gum disease). At this stage you might notice reddened gums, bad breath and some accumulation of calculus on the tooth surface – see second image down.

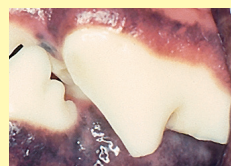
If the condition is allowed to continue unchecked, bacteria will penetrate *below* the gum line, destroying the tooth supporting structures – a painful condition called **periodontitis** (see third image down). If left untreated, this leads to tooth loosening and eventual tooth loss.

Cats may also be affected by gingivitis, but as well as this, they may also suffer from one or more **tooth resorptive lesions**. Here the tooth is progressively destroyed, leading to exposure of the nerve.

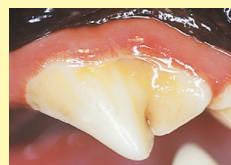
These often appear as little pink spots on the teeth themselves and usually hide painful cavities in the underlying tooth, although cats will frequently show no obvious outward signs of tooth ache.



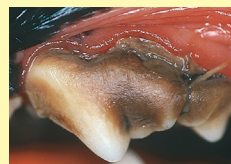
So what can be done? The good news is that if gum problems are identified at an *early* stage, a combination of a Scale and Polish and ongoing Home Care can make a real difference to your pet's oral health (and also their breath!). Please contact us today for a dental check-up for your pet and also further information on caring for your pet's teeth.



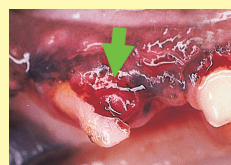
Healthy mouth



Gingivitis with reddened gums



Periodontitis



Tooth resorptive lesions
Typical lesion (arrowed). The tooth is progressively destroyed and is usually very painful.



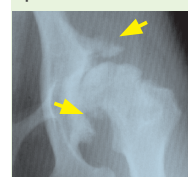
Scale and Polish: Removing the calculus using an ultrasonic scaler, followed by polishing, is a very effective treatment.



Autumn Hazards!

Autumn is a truly beautiful time of year – the trees are turning to glorious golds and the weather is crisp. However, here are some things we need to be aware of to ensure our pets stay happy and healthy.

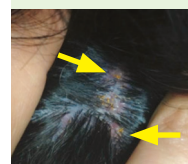
Autumn joint alert! The cooler and damper Autumn weather often brings out signs of joint problems in older pets. Affected pets typically



Arthritic hip joint in a dog. You can see fluffy new bone (arrowed) typical of arthritis

show signs of lameness, stiffness, difficulty rising, and problems negotiating steps. Don't ignore these signs, since arthritis is generally the underlying problem. There are many ways we can help them, so if your pet starts slowing down in the Autumn, speak to us about how we can put the spring back in their step!

Harvest mites are a problem in late-summer and Autumn. They can be found in woodland



The bright orange mites often cluster together and are commonly found between the toes

and long grasses and swarm onto passing pets where they tend to congregate on the ears, eyelids, feet and the underside of the abdomen. They are identified as tiny bright orange dots and are usually a cause of great



Harvest mite down the microscope

irritation with itchy, crusting lesions. So – make sure you regularly check your pet's coat for any signs of parasites and let us advise you on the best treatments for your pet.

Poisonings are also a concern at this time of year, so keep an eye on what your pet is trying to eat! **Conkers**, **acorns** and **rotting fruit** are plentiful on the ground but can cause upset tummies. Also be vigilant for **anti-freeze**, it is highly toxic but tastes very sweet, so cats in particular will readily lick it up.



Wasps and bees are coming to the end of their summer lives and are often pretty slow, which makes them irresistible playthings for dogs and cats but they can still sting, which is painful and causes nasty swellings.

Enjoy the Autumn weather, keep a watchful eye out for parasites and other Autumn hazards and contact us if you have any problems!

Cat photo: Warren Photographic

This Newsletter is provided as an education service to our clients. All news and other items in this newsletter are for information only and should not be treated as a substitute for specific veterinary advice. For all images, the copyright is the property of the photographer.

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