

## Congratulations Emma and Michaela

**This summer, Emma and Michaela passed their final veterinary nursing examinations and are now fully qualified, registered veterinary nurses.**

Acorn House is a recognised training practice, and our student veterinary nurses combine weekly attendance at college with ongoing practical and written assessments whilst working in our busy hospital under the guidance of their clinical

coaches. Emma and Michaela have been working towards this qualification for four years - we are tremendously proud of them and look forward to working with them in their new roles.



## Welcome back Adele!

**Senior Vet Adele will officially return from maternity leave this September (although many of you will have noticed that she has already been helping us out with additional shifts over the summer).** Adele had a baby boy, George, in December. Adele completed her postgraduate certificate in emergency and critical care whilst on maternity leave, achieving a distinction despite attending her final exam when George was only 3 months old! Adele will be working every Monday, Tuesday and Wednesday and one out of every three Saturdays.

## Continued investment in new equipment

2017 has been a very busy year at Acorn House as we offer an ever-increasing range of surgical procedures and medical care to a growing population of dogs and cats. In response to increased demand for our services this summer, we have invested in a brand new dental unit for our dental suite, and created a dedicated ultrasound scanning room at the back of the practice.

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## Autism Hour planned for October

During the week of 2nd October, the National Autistic Society (NAS) is asking shops and businesses to make simple changes to become more autism-friendly. Acorn House has signed up to the scheme and is currently working with the NAS to make these changes. We are planning in-house training for our staff to improve awareness of autism and how it may create difficulties for our clients. During the autism hour, we will have a member of our customer support team positioned at the waiting room door to greet clients and guide them through the check-in process. Our vets will personally walk clients to reception after each consultation and provide a written summary of information discussed. We will also ensure that our lighting is dimmed and fewer appointments are booked at this time so that the practice is quiet and uncrowded. If you have combined experience of autism and using our practice, and feel that you can offer further suggestions we would love to hear from you - please telephone or email Practice Administrator Paul or Senior Vet Katharine, who are coordinating the event.

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## Kitten rescue

This summer we have provided veterinary care to a number of stray cats, including two litters of kittens. We generally keep kittens at the practice until they are healthy and old enough to be rehomed. Our staff often take them home during this period so that they can experience normal family life. Here are kittens Louisa and Bobby being entertained by vet Katharine's son, Daniel, before moving on to their forever homes.

