



A-Z Animal Care News

Tel: 01233 822 411
Mon-Sat 9am-5.30pm

Kim Woolley, Manager

Kim had been bringing her dogs to us since 2005 and joined us in April 08 to help out with reception. Her previous management experience has proved invaluable so we are very pleased to announce that she has recently taken over as Manager.



Kim Woolley

Draw to win half price groom

Our draw to win a half price groom has been very successful so we're keeping it going. All you have to do is take a card to give to a friend or put it on a notice board somewhere and you go in the draw. If your name comes out of the hat you get a 50% discount on your next visit. Help spread the word for us and become a winner too!

Fox poo, Gloss paint and Clay!

These are just some of the things we've recently been asked to remove from your pets in a hurry.

The fox poo many of you will be familiar with (why do dogs do that?)- the gloss paint was a Westie "helping" with the decorating and the clay was a Spaniel and a long haired Dachs who came in together caked in hardened, dried clay.

Of the three the clay was the biggest challenge but we got there in the end, later discovering that our drains had been completely blocked!

If you get such an "emergency" give us a call. Can't promise we'll always be able to help but we'll do our best.

Visit our Website
www.a-zanimalcare.co.uk
Email us at
emma@a-zanimalcare.co.uk

Big Dogs enjoy grooming too!



The popular picture of a dog groomer is all Poodles and Pomeranians. While Westies, Spaniels, Bichons, Shih Tzus and many other smaller breeds form a large part of what we do, the bigger breeds make up around a third of the dogs that come to see us.

Long Haired German Shepherds account for many of these, as do Golden Retrievers and Collies. The Shepherds and Retrievers have a great capacity to hang on to acres of dead coat and it's not unusual to fill a complete dustbin liner (on one occasion two!). Removal of this dead coat is key to a really good finish and involves lots and lots of hard labour plus some specialist tools, not least of which are the powerful blaster / dryers we use to penetrate the fur and lift out the loose hair.

The "Giant" breeds present much the same challenge, only more of it! Our regulars include Leonbergers, Newfoundlands, St Bernards, Irish Wolfhounds and some more unusual breeds such as an Alaskan Malamute weighing around 14 stones.

Smooth coated larger dogs are also regular visitors, top of the list being Labradors. At last count there were over 80 Yellow, Chocolate and Black Labradors on our books, some of whom come on a monthly basis and some only once a year - just to sweeten them up for Christmas!

Keep them coming. Your big dogs are all very welcome!



Just some of the dead-coat from a Long Haired German Shepherd



"You're right, there's two on the back of your head. Better get down to A-Z quickly for some Frontline"

Talking of Foxes...

We have a customer who brings her Westie to us and apologised that he smelt a bit "foxy." Sympathising that a lot of dogs are prone to rolling in fox poo she tells us that he hadn't rolled in anything but has befriended a wild fox and they play together in the woods. Is this a "one off" or has anyone else had the same experience with their dog?

Let us know if your pet gets up to anything unusual. We'd love to see a photo for the next edition of A-Z News. Tell us when you're next in or email us. There's a contact on the website or to nevil@a-zanimalcare.co.uk.

How did we do?

In a continuing effort to provide the best possible service for our customers we have introduced a "Feedback card" asking "How did we do?"

This is a postage paid postcard inviting your comments, feedback, and suggestions. The cards are given out with your bill on each visit and available at reception at any time.

Do please let us know if we're getting it right or if there are areas where we can improve. We value your input and will do our very best to translate it into the best service for you and your pets.

Your Pet's been found.
 How do we find you?

Microchipping

£20 inc. VAT

at A-Z Animal Care

We now have 3 Fully Qualified and experienced "Microchippers"

Cat News

Don't Cats do their own Grooming?

That's a question that many dog owners (and some cat owners) often ask when they see cats coming in to us. True enough many short haired cats take care of all their own grooming and maintenance with no help at all. Long haired breeds, older cats and some of the shorter breeds, however, often need a little help. Here's a quick run down of what we can do for your cats:

4 Cat Groomers, Separate Cat Room

We now have four qualified and experienced Cat Groomers on the staff. There is a separate, fully equipped and dedicated Cat Room so cats don't have to mix it with the dogs.

Dead Coat removal & Coat condition

Even short haired cats can build up a lot of dead coat which either ends up on your sofa, in a hair ball or just stays on the cat making the coat look dull and tired. This is often the case with older cats who aren't as agile and supple as they used to be. With the right tools and technique we frequently remove more than a pedal bin liner of hair



from a cat. A coat conditioner completes the groom.

Dematting

This is probably the most common request we get, usually for long haired breeds, where the coat has gone beyond "tangled" and has formed a solid matt close to the skin. At this stage, usually the only option is to clip out the affected area. Vets will nearly always sedate a cat for this at around £50+ for the sedation alone. We do not sedate cats and, in fact, get a number of referrals from vets. Just occasionally though, a cat proves too aggressive without sedation and a vet is the only option. Regular grooming is the best prevention or, in

some cases, we can do a pre-emptive clip of say the tummy area.

Ears, Eyes & Face, Nails and Bath

Cats ears often need special attention and cleaning as do the eyes and face area which, particularly with older cats, can get "mucky" and caked with debris. Most cats are able to keep their claws / nails at the right length. Some, however, can't and we have tended more than one cat where the claws had grown right round and back into the skin. And bathing; contrary to popular belief most cats quite enjoy a bath.

Flea and Worm treatments

We are licensed to sell and, if you wish, administer Frontline flea, and Drontal worming treatments.

Hide the cat basket!

Look on the website or give us a call for further details. One last word of warning though; if you do bring your cat in to us don't get the cat basket out the night before. On more than one occasion cats have mysteriously "disappeared" on the morning of the appointment, having seen the basket out and anticipated a visit to the vet. They're not stupid!



Weight-watchers for dogs: Lose Kilos and save Pounds!

With the introduction of our veterinary standard scales in reception last year, a number of owners have been working on their dog's weight, many with a good degree of success. To help others who need a little bit of motivation and guidance we've put together a few bits and pieces to try and make it easier for you:

Record Card

This is a little credit card sized card you can carry with you and record the target weight you'd like to achieve and a record of progress. You're welcome to pop in at anytime to weigh your dog and complete the card.

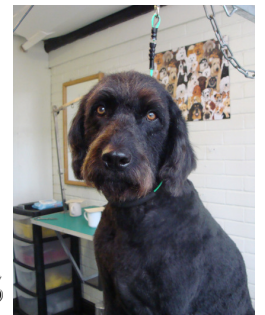


Guidance sheet

A very simple single side sheet of suggestions that have worked for others to help you get started. Alternatively you can go on the internet or find a book (there's almost too much information out there!).

A bonus from us when you succeed

When you calculate your target weight loss at the beginning, the Record Card (above) will calculate the percentage loss required. When you achieve the target we'll give you DOUBLE that percentage off your next groom. E.G: your dog weighs 25 Kg and your target is 20 Kg. That's a required weight loss of 20%. Reach your target and we'll give you 40% off your next groom on production of the record card. Details at Reception.



LABRADOODLES

We're seeing an increasing number of Labradoodles lately, three in one day recently, and felt it was time to feature the breed.

Trainability and Intelligence

Labradoodles were originally bred in Australia as a replacement for Labrador Guide Dogs.

The combination of the Labrador's excellent "trainability" combined with the Poodle's exceptionally high intelligence produced a dog that was not only very trainable but could also think, and work things out for itself!

Sadly this can have a downside: if the breed is not trained properly and to a high standard it will simply do its own thing and run rings around its owner. It will then, wrongfully, be accused of having inherent wayward behaviour and disobedient tendencies. To get the best out of your Labradoodle you must be prepared to put lots in.

First Generation, F1

The "pure" Labradoodle is referred to as the F1, or First Generation cross. This is a cross between a Pedigree male Standard Poodle and a Pedigree Labrador bitch. An advantage of the cross is that it breeds out many of the in-breeding problems encountered in both poodles and Labs. Characteristics of the next generation, i.e. a Labradoodle / Labradoodle cross, are less predictable.

Talk to a Breeder

As a guide dog, the working life can run to eleven or twelve years with a life expectancy of around fourteen to fifteen. An F1 Labradoodle will cost in the region of £400-£600.

If you're interested in the breed and want to know more, one of our customers, David Jefferson from Bethersden, is a breeder and would be happy to answer your queries or provide further information. His number is 01233 820 470.



Teeth & Breath

If your dog's teeth look like those on the left (excessive plaque), then sorry, we can't help: they need veterinary attention and cleaning under sedation to bring them back to the picture on the right. This will prevent decay and sweeten the breath.

If however, they are closer to the picture on the right and you want to keep them that way then we can help. We stock a product called "Plaque Off", a fine powder which you put on your dog's

food. It's seaweed based and prevents plaque build up and "dog breath". A small pot, at £9.99, lasts a small dog for a year. The proof that it works is that many of our customers come back and buy it again and again. If it didn't, they wouldn't! Give it a try.



Rabbits and Guinea Pigs...

are very welcome at A-Z Animal Care for Grooming, De-matting, Nail clipping, Ear cleaning and Bathing.