



CARE, INFECTION CONTROL & EMERGENCY PROTOCOLS

Operational draft for West End Cattery - align with the final licence conditions, nominated vet, insurer and premises risk assessment.

Admission and health screening

- Confirm booking identity, dates, emergency contact, vet and signed consents.
- Inspect the current veterinary vaccination record before admission; record vaccination, worming and flea-treatment dates.
- Ask about recent vomiting, diarrhoea, coughing, sneezing, reduced appetite, parasites, wounds or infectious-disease contact.
- Do not admit a cat where records or health status do not meet the licence, veterinary plan or welfare requirements. Record refusal and advice given.
- Record all belongings and settle the cat directly into its assigned unit.

Daily welfare monitoring

- Check each cat at least as frequently as required by the licence and written care plan; increase checks for elderly, anxious, medicated or unwell cats.
- Record appetite, water intake, urination, faeces, behaviour, mobility, breathing, eyes/nose, coat and any medication.
- Provide daily beneficial human interaction while respecting the cat's preferences.
- Escalate changes promptly to Lois and the nominated veterinarian where necessary.

Food, water and litter

- Follow the owner's written diet and portion instructions; record significant refusal of food.
- Keep fresh water available and separate from litter. Use separate clean utensils for each unit.
- Remove waste promptly; clean and disinfect litter equipment using cat-safe products.
- Avoid abrupt diet changes unless advised by a veterinarian or necessary for welfare.

Medication

- Accept only medicines in original labelled packaging with written dose, route, time, storage and prescribing-vet details.
- Store prescribed medicines securely at the correct temperature and prevent unauthorised access.
- Use the five checks: correct cat, medicine, dose, route and time. Record every administration immediately.
- Never double a missed dose unless the prescribing veterinarian directs it. Record refusal, vomiting or missed doses and seek advice where appropriate.
- Use fresh gloves or hand hygiene between cats; never share dosing equipment unless safely disinfected.

Suspected illness or infectious disease

- Minimise handling and stop movement between the affected cat's unit and other cat areas.
- Inform Lois immediately; contact the owner/emergency contact and obtain veterinary advice without delaying urgent welfare care.

- Move the cat to the separate self-contained isolation facility when indicated and safe.
- Visit isolation after all healthy cats unless a separate carer is assigned. Use dedicated protective clothing and footwear.
- Keep separate bowls, carrier, bedding, litter trays, litter and cleaning utensils in isolation.
- Maintain a treatment and observation record. If isolation exceeds 12 hours, ensure the facility meets normal cat-unit size and facility requirements.
- Clean and disinfect affected routes, equipment and contact areas with an effective cat-safe product; segregate waste and laundry.
- Review exposed cats and contact owners or the licensing authority where veterinary or regulatory advice requires it.

Veterinary emergency

- Assess immediate danger without putting staff at risk. Contact a veterinarian promptly for sick or injured cats and follow the advice given.
- Try the owner and emergency contact, recording times and outcomes, unless delay could compromise welfare.
- Take the signed veterinary authority, care form, medication, vaccination record and secure carrier to the practice.
- Record symptoms, advice, transport, treatment, costs and return/isolation arrangements.
- Only a veterinarian or appropriately authorised competent person may euthanise an animal as permitted by law; owner consent should be sought whenever practicable.

Escape, fire and other emergency

- Follow the premises-specific fire and evacuation plan. Maintain accessible secure carriers and an up-to-date occupancy list.
- For escape, secure the site, prevent further escapes, search safely, notify LoIs and the owner, and contact appropriate local services if necessary.
- Record the event, response, contacts, outcome and corrective action.
- Maintain written continuity arrangements for loss of utilities, extreme temperatures, flooding, licence suspension or other disruption.

Cleaning between cats

- Remove cat and belongings safely; discard waste and single-use items.
- Clean before disinfecting. Follow product dilution, contact time and ventilation instructions.
- Use products effective against relevant feline pathogens and safe for cats.
- Rinse and dry where required. Replace clean bedding, bowls, litter tray and scratch items.
- Sign and date the cleaning record before admitting another cat.

Records and review

- Keep owner, cat, treatment, incident, cleaning, temperature, emergency and training records in a visible and legible form for the period required by the licence and guidance.
- Back up electronic records.
- Review protocols after an incident, veterinary advice, licence inspection or material change.
- Ensure every person caring for cats has read, understood and can follow the current procedures.



DAILY CARE & INCIDENT RECORD

Use one sheet per cat or incident and retain with the booking record.

Date	
Cat name / unit	
Staff member	
Morning observations	
Food and water	
Urination / faeces	
Medication given	
Evening observations	
Concern / incident	
Owner contacted - time/outcome	
Vet contacted - advice	
Action taken	
Follow-up required	