

## LANRVN4

# Provide support and advice to clients in caring for animals



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### Overview

This standard is about providing support and advice to clients regarding the care of animals. It covers supporting clients during the provision of veterinary services, advising clients on the general care of animals, showing clients how to care for animals and providing veterinary materials to clients.

This standard is suitable for registered veterinary nurses.

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### Performance criteria

#### Support clients during the provision of veterinary services

- You must be able to:*
- P1 provide clients with information on the condition of their patients in accordance with practice policy
  - P2 offer appropriate physical and emotional assistance to the client during difficult situations

#### Advise clients on the care of animals

- You must be able to:*
- P3 offer relevant advice on the care of animals according to veterinary practice procedures, which could include:
    - P3.1. client obligations in relation to animal welfare legislation
    - P3.2. preventative health care
    - P3.3. caring for ill animals
    - P3.4. reproduction and care of neonates
    - P3.5. care of young animals
    - P3.6. post-operative recovery
    - P3.7. condition scoring, weight management, diet and feeding
  - P4 provide the client with a clear recommendation where possible
  - P5 pass the client to the appropriate person where expert advice is required
  - P6 explain the consequences of not following given advice clearly and politely
  - P7 inform the client of the veterinary services that are available to meet their needs
  - P8 offer further clarification and assistance if the client appears to have difficulties understanding the advice
  - P9 comply with animal health and welfare legislation and codes of practice
  - P10 maintain your own professional conduct

#### Demonstrate the care of animals to the client

- You must be able to:*
- P11 clearly explain the condition of the animal to the client and the importance of correct care, including:
    - P11.1. good health
    - P11.2. illness
    - P11.3. recovery
  - P12 demonstrate the correct methods of providing care to the animal
  - P13 check the client's understanding and provide additional clarification and advice where necessary
  - P14 encourage the client to reproduce the demonstration while immediate assistance is available
  - P15 inform the client of methods for contacting the veterinary practice if future assistance is required
  - P16 clearly explain health and safety implications to the client

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### Knowledge and understanding

*You need to know and understand:*

#### Support clients during the provision of veterinary services

- K1 practice policy regarding the giving of information to clients
- K2 practice policy on access to animals
- K3 the problems that can occur during the provision of veterinary services
- K4 the appropriate types of physical and emotional assistance to offer to clients

*You need to know and understand:*

#### Advise clients on the care of animals

- K5 why it is important that clients identify where they need advice
- K6 why it is important to provide the advice that is set out by veterinary practices
- K7 how to ensure that advice is accurate and relevant and what the most suitable sources of information are
- K8 the options for caring for animals
- K9 what type of recommendations can be provided to clients with different problems and when they should be passed to others for advice
- K10 the consequences of clients not following advice
- K11 the veterinary services available and the information required by different clients
- K12 the types of difficulties clients may have in understanding advice
- K13 the principles and key points of the relevant health and safety regulations and guidelines
- K14 comply with animal health and welfare legislation and codes of practice

*You need to know and understand:*

#### Demonstrate the care of animals

- K15 the need to explain how animals should be treated and the reason for the treatments being advised
- K16 the effects of different types of care on different types of condition and animal
- K17 the correct methods for caring for animals and how these can be clearly demonstrated
- K18 how to advise the clients on appropriate environment conditions and observations of animal behaviours
- K19 how to check whether clients understand the demonstration
- K20 why it is important that clients reproduce the demonstration when there is still someone available to provide further advice
- K21 the methods for contacting veterinary surgeries
- K22 the correct methods for disposing of waste materials and medication

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### Additional Information

#### Scope/range

1. support clients during the provision of the following veterinary services:
  - 1.1. veterinary procedures
  - 1.2. dispensing
  - 1.3. hospitalisation
  - 1.4. euthanasia
  
2. demonstrate the care of animals for:
  - 2.1. administration of medicines
  - 2.2. nutrition
  - 2.3. grooming

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**Developed by** LANTRA

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**Relevant occupations** Animal care and veterinary science; Animal Care Services

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