

LINNAEUS NURSING



LINNAEUS



ABOUT LINNAEUS

Pets truly make the world a better place. That's why we're inspired to make A BETTER WORLD FOR PETS, a world where they're healthy, happy and welcome.

We are a partnership of highly respected veterinary practices across the UK and Ireland, comprising some of the best clinicians and nurses in the profession, including specialisms in small animal, farm and equine.

We're proud to have some of the very best practices for animal care within our family – creative and innovative primary care practices, cutting edge facilities and equipment and most importantly the people with the skills and passion to make us the industry leaders when it comes to caring.

Linnaeus is proud to be a part of the Mars Veterinary Health family.

Through our network of 2,500 veterinary clinics and hospitals in over 20 countries, we support more than 85,000 Associates and providing industry-leading pet care in over 25 million petcare visits every year. Together, we are able to provide the highest standards in pet care and achieve our collective purpose: A BETTER WORLD FOR PETS.

Being part of this amazing global group gives us the benefit of a huge network of experts and specialists, a future we can invest in and the security that allows us to concentrate on what we do best – caring for pets.



We are LINNAEUS

We put The Five Principles, which form the foundation of how we do business today and every day, at the centre of every decision we make. This means:

- **Quality** – Quality begins with delivering our best to the people and pets we serve. It continues through all that we do.
- **Responsibility** – We take responsibility without being asked. We support the responsibilities of others.
- **Mutuality** – A mutual benefit is a shared benefit. Shared benefits will endure.
- **Efficiency** – Our resources are precious. Being efficient helps us accomplish more and waste less.
- **Freedom** – Freedom lets us shape our future. Performance allows us to remain free.



VET NURSING CENTRAL SUPPORT

The Veterinary Nursing Central Support team was formed in April 2019 when the Chief Nursing Officer Andrea Jeffery was appointed. Since then the team has expanded and is now made up of four sub teams. Each of these teams has a clearly defined role in progressing our Linnaeus Nursing Team to allow for a lifetime of commitment to excellence in all that they do.

CHIEF NURSING OFFICER



Andrea Jeffery
EdD, MSc, FHEA,
DipAVN (Surg),
Cert Ed, RVN

- Andrea joined Linnaeus in April 2019. She brings a wealth of academic and professional knowledge to Linnaeus and is working to enable student and registered veterinary nurses to be developed to reach their full potential across all aspects of their roles in terms of being able to use their skill set and develop their careers through a clear career pathway structure.
- Andrea was awarded the inaugural Bruce Vivash Jones Award in 2015 for outstanding contribution to the advancement of small animal veterinary nursing and is an elected member of the RCVS Veterinary Nurses Council.
- Andrea has extensive experience of supporting RVNs through their training, which started when she was the senior nurse at the Animal Health Trust – where she gained her Certificate in Small Animal Nutrition and her RCVS Advanced Diploma.
- She is a Fellow of the Higher Education Academy and completed her Masters in the area of e-learning and its value to a RVN curriculum. Andrea has completed a PhD on Reviewing the Factors which Influence Retention within the Veterinary Nursing Profession.
- She was with the University of Bristol for 17 years. During this time Andrea developed the first graduate training programme for VNs and introduced Masters by Research programme for RVNs. She also co-developed the first model of care for veterinary patients, known as the Orpet and Jeffery Ability Model (2007).

PRE-REGISTRATION EXPERIENCE MANAGERS

The Pre-registration Experience Managers are responsible for developing a robust veterinary nurse population with our Linnaeus practices.



Trish Scorer RVN
BSc(Hons) D32/33/34
**Lead Pre-registration
Experience Manager**



Lucy Middlecote
REVN CertED FHEA
**Pre-registration
Experience Manager**



Larissa May
RVN BSc(Hons) TAQA
**Pre-registration
Experience Manager**

The Pre-registration Experience Managers support the practices, Clinical Supervisors, Mentors, Student Veterinary Nurses and Patient Care Assistants within them.

The team work closely with all the organisations involved with veterinary nurse training in order to provide bespoke support where it is needed. Ultimately to ensure that our associates receive the best possible training experience, maintaining their motivation and fulfilling their potential and training goals within the practice.

The team ensure that Patient Care Assistants have access to high quality training in order to feel confident and utilised within their role.

As well as specialising in their chosen area, this training can provide the career progression and qualification to become a Student Veterinary Nurse.

Student Veterinary Nurses are supported by our well trained Clinical Supervisors to achieve their qualification in a Linnaeus practice where an environment of learning is the norm.

It is envisaged that these Student Veterinary Nurses will become our RVNs of the future and continue to develop their skills and careers in a Linnaeus practice in a profession that they are passionate about.

POST REGISTRATION PROGRAMME MANAGERS

The Post Registration Programme (PRP) Managers are responsible for supporting our early careers nurses to develop their skills in referral nursing should this be where they want their career to take them.



Sophie Venables
BSc (Hons) RVN

Lead Post-registration
Programme manager



Alison Mann
BSc (Hons) DipAVN
(SA) AFHEA RVN

Post-registration
Programme Manager
(secondment)



Cath Dean
BSc (Hons) RVN

Post-registration
Programme Manager

The PRP Managers are responsible for the development and implementation of 'Day One' RVN post registration training provision within the multi-disciplinary referral practices across Linnaeus including the training of preceptors within the centres to support the PRP nurses.

The programme is a preceptorship that ensures newly qualified RVNs working in multi-disciplinary referral practices receive the support, training and mentorship they need in order to thrive in a specialist referral setting and at the end of their training move into the next phase of their referral nursing careers.





PROFESSIONAL DEVELOPMENT MANAGERS

Our professional development team have responsibility for the coordination, development and implementation of professional development for Registered Veterinary Nurses (RVNs) across all centres within Linnaeus and support the transition of new nurses entering the business.



Helen Farrant
BSc (Hons) Cert.Ed
RVN

**Lead Professional
Development
Manager**



Vicky Ford-Fennah
BSc (Hons) RVN
VTS (Anesthesia/
Analgesia) AI VPAC

**Professional
Development
Manager**



Alison Mann
BSc (Hons) DipAVN
(SA) AFHEA RVN

**Professional
Development
Manager**



Sophie Connolly
BSc (Hons) DipAVN
MRes RVN

**Professional
Development
Manager
(secondment)**

Linnaeus believes that veterinary nurses play a pivotal role in the provision of high-quality patient care and the overall success of the business.

The professional development team works alongside the centres to ensure that our nurses receive the support and training they need to fulfil their personal and professional career goals and ensure their skills and knowledge are utilised, helping to support veterinary nursing as a career for life.

Nurses at every stage of their career are supported whether that is through webinars, modular courses or through more in-depth programmes developed specifically for primary care or referral nurses in a particular discipline.

We support targeted training at site level, based on feedback from our senior nurses and we have a range of options available to develop our nurse leaders including, senior nurse forums, nurse manager/ Heads of Nursing Services training the Leap Leadership programme available to all senior leaders across the business.

NURSING DIRECTORS

Our Nursing Directors are key to the overall operations of the nursing teams within Linnaeus.



Claire Roberts
Dip AVN(Surg)
PGCertVetAA
VNCertECC RVN
**Primary Care
Nursing Director**



Helen Bye
BSc (Hons) VNPA,
A1, V1, DipILM
**Referral Nursing
Director**

Claire and Helen work as an integral part of the senior leadership team overseeing and directing excellent nursing leadership and engagement, clinical standards, client experience, education and clinical research within our primary care business units.

They play an essential part in the development and leading of the nursing strategy, working alongside local senior leadership teams and operations, whilst ensuring that our Linnaeus values are demonstrated at all levels.

They are involved in setting the direction, building frameworks for consistent delivery across the business, gaining buy-in from key stakeholders and influencing the thought leaders in the organisation.

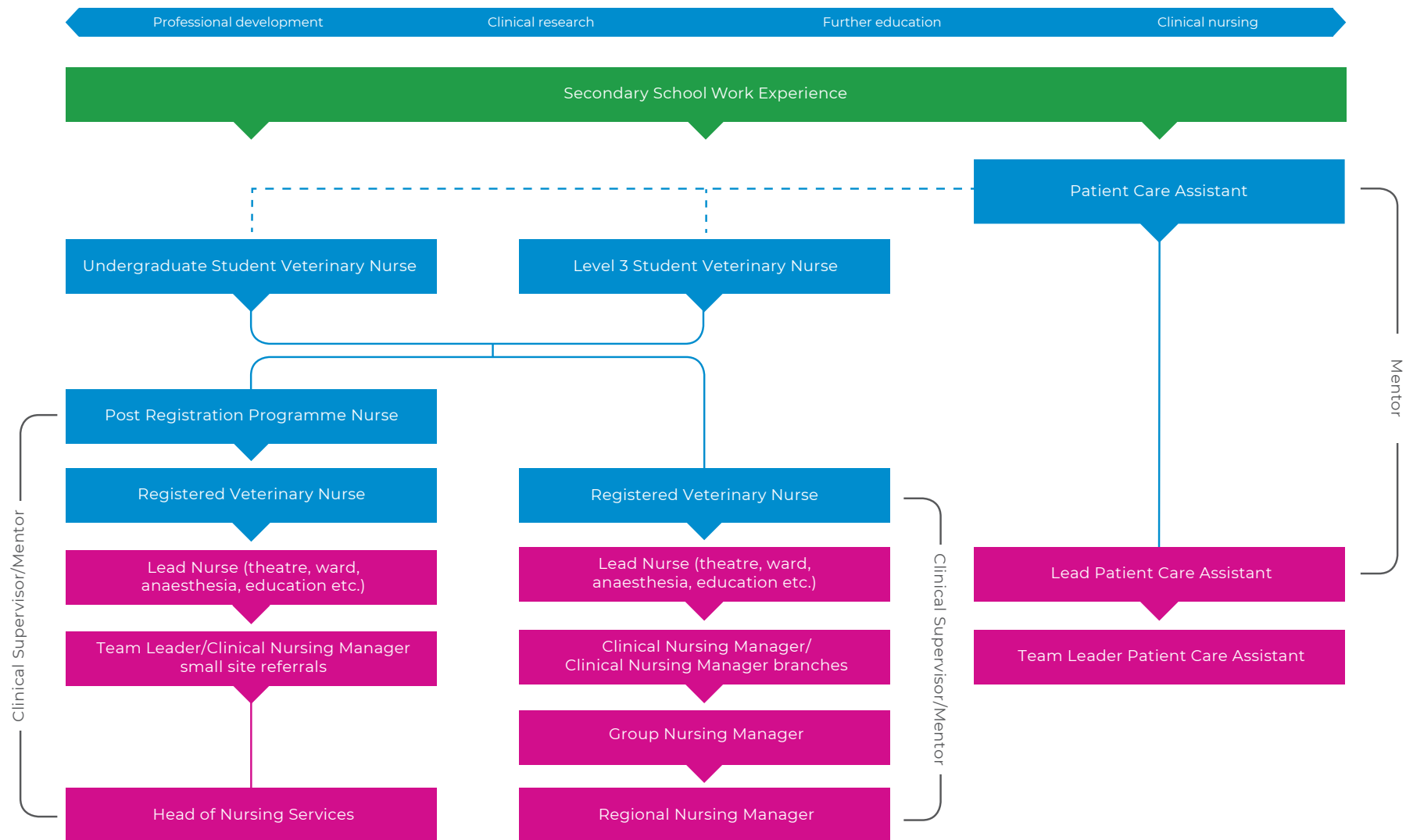
Claire and Helen aim to provide strong, inclusive and decisive leadership, through clear communication and the ability to inspire and motivate Associates in order to deliver the company's core values and commitment to excellence.





POSSIBLE NURSING ASSOCIATE CAREER PATHWAYS PRACTICE ROLES

Throughout there are opportunities for engagement and leadership in:



Further education, training & professional development is available to all nursing Associates within Linnaeus no matter their role or career goal. We support all to be the best nurses they can be! Roles boxed in pink reflect leadership roles for nurse Associates within Linnaeus. All of our Associates are supported by resources from the Linnaeus Central Support team and the wider Mars Veterinary Health team.

THE PRE-REGISTRATION EXPERIENCE

Our strategy on developing a robust veterinary nurse population within our Linnaeus practices is based on a 'grow our own' approach. Nurturing our nursing team to feel supported and trained to fulfil their potential. It is envisaged that RVN positions will be filled by our own students when they qualify and likewise student positions will be taken by our PCAs. It is hoped that those RVNs will become our Clinical Supervisors and Mentors of the future, continuing the cycle of supportive training.

PATIENT CARE ASSISTANTS

We intend that all PCAs are invested in, whether they wish to take their training to the level of an RVN or whether they would like to upskill in a chosen area. We want to ensure that all PCAs in practice have an opportunity to access training whether that be in-house, or via a Level 2 apprenticeship. These PCAs will be supported by a well-trained Mentor in a practice where an environment of learning is the norm.

There is a **Patient Care Assistants Support Group** on Microsoft Teams where PCAs can access information, updates, CPD opportunities and learning resources.

In addition to this, we have developed **PCA Training** which incorporates the **PCA Skills List** which can be used by practices as a training tool to ensure that PCAs progress and become competent in the core practical skills required to carry out their role in practice. On successful completion of the skills list, candidates will be awarded with a Linnaeus Certificate of Achievement which is recognised across all Linnaeus practices.

STUDENT VETERINARY NURSES

We want to ensure that all students in practice have an opportunity to access

training via a Level 3 Veterinary Nurse apprenticeship. We are also keen to support University students within their clinical placements. These students will be supported by a well-trained Clinical Supervisor in a practice where an environment of learning is the norm.

There is a **Student Nurse Support Group** on Microsoft Teams where SVNs can access information, updates, CPD opportunities and learning resources.

CLINICAL SUPERVISORS & MENTORS

We offer our own bespoke training for Clinical Supervisors who will support SVNs and Mentor Training for those who will support PCAs with their training.

A certificate of achievement will be awarded to successful candidates. This is recognised by the RCVS and training providers in meeting the RCVS requirements for Training Practices.

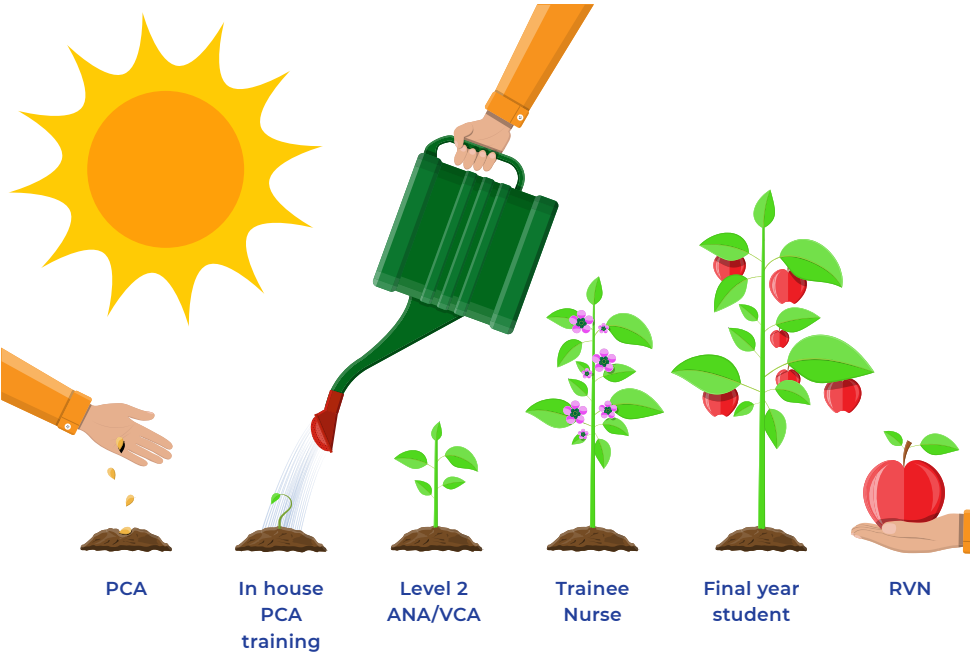
There are dedicated Microsoft Teams groups to support our Training and Education Leads, Clinical Supervisors and Mentors. These groups give the benefit of networking, sharing resources and communicating development opportunities.

PRACTICE SUPPORT

We offer support and guidance with facilitating appropriate practices to apply for RCVS approved veterinary nursing training practice (or Auxiliary Training Practice) approval, and for current Training Practices undergoing annual approval.

We support practices in achieving a bespoke nurse support training structure to support the growth and efficiency of the practice.

THE SEED WILL GROW IF WE PROVIDE THE RIGHT ENVIRONMENT



This analogy depicts the student journey, from seed to apple. The watering can and the sun represent the training environment, which includes the Clinical Supervisors and Mentors, an environment where learning is the norm, and of course the support that they receive from Linnaeus.

REFERRAL NURSING OPPORTUNITIES

Nursing within Linnaeus has many exciting career progression options, one of these being working in one of our multi-disciplinary referral practices.



For many veterinary nurses, working in a multi-disciplinary referral practice is something they wish to explore but it can seem overwhelming.

At Linnaeus we are aware that making that transition can be intimidating so a new scheme, the Post Registration Programme (PRP) is now running from a number of our multi-disciplinary referral practices.

Alongside additional qualifications, in-house training is provided and there is ample opportunity to learn in all our multi-disciplinary referral practices. Other qualifications could involve you exploring a certain area, for example feline nursing and becoming an advocate for this.

Progression into different job roles varies across the sites. Broadly speaking progression options include becoming a 'static or fixed' nurse in a specific area, for example working solely in theatre or becoming a medicine nurse. Each site will have slightly different roles but will offer the chance to find and develop your niche. Further to specialising in an area, options could include a more supervisory role, such as theatre supervisor or nursing manager.

Training and mentoring others is a key part of referral nursing, the learning never stops and working alongside specialist nurses and clinicians is very inspiring. Some of the multi-disciplinary referral practices are also training practices and so if you wish to develop your skills in teaching and coaching then you may consider becoming a clinical coach.

Referral nursing is open to all. A desire to learn and a willing attitude is all that is required. The cases are often more complex and the procedures can be more intense but the support is plentiful, should you feel this is an avenue you wish to explore and the opportunity to get involved in more advance cases and procedures.

The PRP is a 12-month programme that combines academic study days, a comprehensive skills matrix and trained mentors to provide a supportive platform. Aimed at newly qualified nurses (who have been on the RCVS professional register for less than a year) this programme offers a structured approach to referral life. Taking nurses from day one qualification through to becoming a successful referral nurse whilst building both clinical and professional skills.

For nurses who have been qualified for a number of years and perhaps want to explore life as a referral nurse, we offer on-site CPD days and are always happy to offer nurses the opportunity to see practice. Most qualified nurses will join the multi-disciplinary referral practices via a general nurse position. This offers them the opportunity to see all aspects of nursing within that site and depending on their previous experience and interests they may choose to specialise. There are many options for further development for qualified nurses.

Many nurses choose to undertake additional advanced qualifications, for example an advanced nursing diploma or a more specific advanced qualification.

CASE STUDY: REFERRAL NURSING

Name: Anouska Rogers Smith

Practice: Wear Referrals

How long have you been a Veterinary Nurse and what route did you follow to qualify?

I've been qualified seven years. I did a FdSc in Veterinary Nursing and have just finished my top up to a Bsc, currently awaiting results.

What attracted you to a career as a Veterinary Nurse?

For as long I can remember I always wanted to be a nurse, I liked the idea of caring for animals. I was brought up around animals, so their health and wellbeing is something I have always been passionate about.

What does your job as Nursing Manager entail?

My job as a Nursing Manager has a wide range of different duties and less clinical work than I would like but that is part of the job. I am responsible for the nursing team, including students and auxiliaries. Ensuring the rotas work for the individual and for the business. Supporting the team leaders in the running of the day, assisting with clinical cases when needed, ICU and medical being my favourite. Reviewing and developing Standard Operating Procedures (SOP's) in line with current literature and best practice. Encouraging and developing the team to ensure we always provide a high standard of care.

What is the most rewarding thing about being a Veterinary Nurse?

In a clinical capacity nursing an ICU patient from being very sick, with a poor prognosis and watching them improve until they are well enough to go home. My favourite is spending time with a patient that will not eat and encouraging them through hand feeding! Nothing more rewarding, nutrition is often overlooked by many. In a management role the most rewarding thing is having a happy nursing team who are all passionate and dedicated to their patients!

What are the best things about working at Wear Referrals?

Being part of such a hardworking dedicated team of vets and nurses who are passionate about what they do. Everyone gets on well and watching the practice and the team develop over the years is something I am very proud to be part of.

What would be your career highlight so far?

Becoming nursing manager of a large referral practice – starting here seven years ago as a student awaiting results to nursing manager now.

Have you completed any additional training to support you in your role?

I have just completed my Bsc top up and I have completed a certificate in nutrition but I have done limited formal training to support me in managing people, however I believe I have learnt so much in the last 18 months by being in the role of a nursing manager.

What's the next step in your career pathway?

Unsure at the moment, I still feel I am learning every day in my current role, I would like to write and present Continuing Professional Development (CPD) for other nurses and may consider doing Advanced Practice in Veterinary Nursing MSc.

CASE STUDY: REFERRAL NURSING

Name: Kira McLean-Ash

Practice: North Downs Specialists Referrals (NDSR)

How long have you been a Veterinary Nurse and what route did you follow to qualify?

I have been a qualified veterinary nurse for nearly five years qualifying with a BSc (hons) in June, 2015. However, I started my nursing career hired as a student in my first year of university in 2011 for my placement year.

What attracted you to a career as a Veterinary Nurse?

I can't remember a time when I didn't want to work with animals (except when I wanted to be an astronaut). As I got older and spent time in veterinary practices for work experience, I saw the different roles that vets and vet nurses played. I spent more time with the nurses, as to me they seemed to spend most of their time caring for the patients and I decided that was the role I wanted. So, from age 14 becoming a vet nurse is all I wanted.

What does your job as a Registered Veterinary Nurse entail?

I am a rotating nurse in a referral hospital, which means I have approximate knowledge of almost everything. I work in all areas of the practice - with the exception of cardiology (except on very rare occasion when they need extra support). This includes theatre, wards, diagnostics and sometimes night shifts.

What is the most rewarding thing about being a Veterinary Nurse?

The most rewarding thing for me about being a veterinary nurse is the difference I make to animals lives when they are in the practice, and the joy that brings me. When you are the one to get a patient to eat, purr or wag a tail, it brings such a feeling of pride and unconditional love for all patients' I look after - regardless of their ailment, how they look or their temperament when they first arrive.

What are the best things about working at NDSR?

My favourite thing about working at NDSR is the depth of knowledge and passion that surrounds me. I work with many fantastic nurses in different specialities with different further qualifications, European specialists with brains as big as their hearts and nursing assistants who are so wonderful and enthusiastic that their help gets me through each day. Even five years down the line it is an invigorating and stimulating environment.

What would be your career highlight so far?

I am proud that I qualified as a veterinary nurse, and of my recent achievement of attaining my Diploma in Feline Nursing. But the things that make me proud are the little, frequent achievements; delivering complicated anaesthetic, doing CPD for the nursing assistants, seeing my students remember knowledge and put it into practice.

My highlights are little stepping-stones crossing the river of my life instead of leaping from boulder to boulder.

Have you completed any additional training to support you in your role?

As a rotator I am free to advance myself as I please, it makes for exciting and variable CPD! I recently did the feline diploma out of personal choice (I love cats) and may choose to do some further qualifications in future after a break.

What's the next step in your career pathway?

I have only been a clinical coach for over a year and I enjoy it. Clinical coaching seemed like a career jump at the time! For now, I am content to continue as I am whilst topping up my approximate not-quite-all-knowing knowledge day-by-day.

PRIMARY CARE NURSING OPPORTUNITIES

Within Primary Care, the professional development team is dedicated to ensuring that our nurses are utilised to their full potential. As soon as nurses join the group, they are supported with a structured clinical nurse induction.

The induction aims to link new nurses, with an appropriate induction mentor, enabling them to feel confident more quickly whilst feeling supported and valued. The induction can be linked to the individual's personal development plans which can help guide career development and progression resulting in improved confidence and ability and the capacity to deliver enhanced care and treatment.

The targeted induction system focuses on new starters' pre-existing knowledge and skill set to enable structured in-practice support to be provided. Having additional support will help staff transition into a new job, build confidence, encourage teamwork, and improve patient care and staff retention.

We also develop high-quality internal training on a range of primary care topics guided by the needs of our nurses and the business. We want to support our nurses to achieve a career focus that can aid in career progression and utilisation. We support nurses to access external training to help them achieve their personal career goals while allowing them to utilise their skill sets within the practice environment and give them support to feel confident to do this.



CASE STUDY: PRIMARY CARE NURSING

Name: Kerry Jackson

Practice: Linnaeus

How long have you been a Veterinary Nurse and what route did you follow to qualify?

I've been an RVN since 2002, so just about 20 years now. I started off by completing the pre-veterinary nurse training course 1999 before then moving onto the Nursing qualification.

What attracted you to a career as a Veterinary Nurse?

Initially when I left school, I worked within the equine industry caring for the horses and teaching learners to ride. This sparked my passion for learning more and so I went to university. However, in the end I decided this wasn't for me as I wanted to complete a more practical qualification. I then secured a job in a local veterinary practice and the rest is history!

What does your job as a Regional Nurse Manager entail?

No day is ever the same, it's a very varied. My role is to support and guide the nursing teams within the region that I oversee. This includes ensuring that those teams have everything they need to be able to carry out their own roles effectively.

What is the most rewarding thing about being a Veterinary Nurse?

Well in this role it's seeing the nursing teams that I support grow and develop within their roles.

What are the best things about working for Linnaeus?

The highlight of my career so far has been retrieving a cat that had been in an RTA and bringing it to the practice personally. It felt like a real TV drama moment once I got there and assisted in the life-saving care that the cat received.

What would be your career highlight so far?

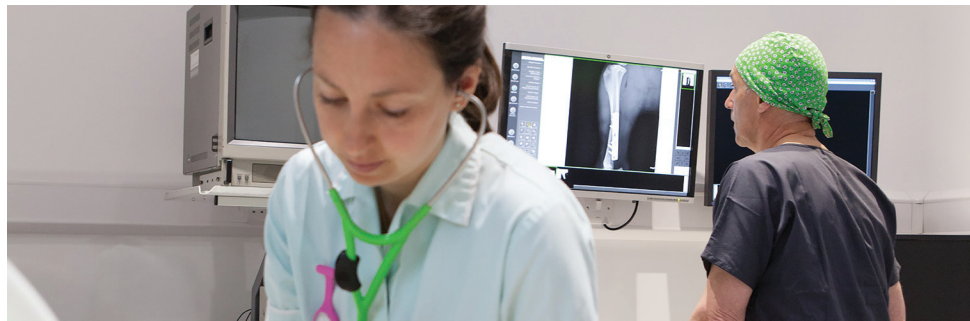
Achieving my RVN qualification! All the hard work is definitely worth it. I've also really enjoyed having a varied career which has demonstrated the variety of opportunities available to RVNs. I was also recognised by Central Qualifications through their Veterinary Nurse Educator award which showcases my contribution to SVN education.

Have you completed an additional training to support your role?

I've completed the ILM management qualification prior to starting at Linnaeus. Since starting in this role I have now also started the Linnaeus leadership course.

What's the next step in your career pathway?

At the moment, I'm enjoying my current role and I'm looking forward to seeing the practices within my region expand and develop.



CASE STUDY: PRIMARY CARE NURSING

Name: Daryl Tait

Practice: Animal Ark

How long have you been a Veterinary Nurse and what route did you follow to qualify?

I started my SVN training 8 months ago now and I'm completing the Level 3 Veterinary Nursing Diploma.

What attracted you to a career as a Veterinary Nurse?

From a young child I've always wanted to work within the veterinary industry. However, back in college I decided to go in another direction, and I worked in many different jobs that didn't quite fit. During covid I spent some time thinking about my career and I decided to try to get back into the veterinary industry. That's when I found the Patient Care Assistant role at Animal Ark.

What is the most rewarding thing about being a Student Veterinary Nurse?

It's hard as there's so many different things. I really enjoy building the bond between myself, the clients, and my patients. It's lovely being able to get to know them both better and it is great when they start recognising you in practice!

What are the best things about working for Linnaeus and Animal Ark?

The main benefit when working for Linnaeus is that you have a great wider support network with good staff benefits. I have access to a vast variety of CPD that is available to utilise. We have a very close-knit team at Animal Ark, so you get the best of both worlds of being part of a large organisation but also having the personal touches within the practice.

What would be your career highlight so far?

I've really enjoyed getting involved with the wider Linnaeus community. I worked alongside my Linnaeus nursing colleagues during a VNAM resilience panel and loved being involved with the process. I also love constantly learning new skills and achieving things for the first time, for example placing a cannula or taking jugular bloods successfully..

What's the next step in your career pathway?

At the moment my main aim is to complete my RVN qualification.



CONTACT US

If you are interested in the Post Registration Programme and would like to find out more, contact Sophie Venables or Cath Dean at vetnursePRP@linnaeusgroup.co.uk.

If you have any questions regarding veterinary nursing at Linnaeus please contact VNCentralTeam@linnaeusgroup.co.uk.

For further information on becoming a patient care assistant or a student veterinary nurse at Linnaeus please contact: trish.scorer@linnaeusgroup.co.uk, lucy.middlecote@linnaeusgroup.co.uk or larissa.may@linnaeusgroup.co.uk.

For further information regarding professional development and career progression opportunities please contact any of the Professional Development team: vicky.fordfennah@linnaeusgroup.co.uk, alison.mann@linnaeusgroup.co.uk, helen.farrant@linnaeusgroup.co.uk.

For further information regarding operational support please contact: claire.roberts@linnaeusgroup.co.uk or helen.bye@linnaeusgroup.co.uk.



UNLEASH YOUR POTENTIAL

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