

World Class Eyecare on Your Doorstep



VISIONCENTRE

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Domiciliary Service



“Regular eye examinations are vital, particularly for the elderly”

About Us



We are a local, family owned practice who are proud to deliver a quality eye care service to the residents of Gloucestershire. Around 20 years ago we were requested to visit an elderly lady who could not get to her Opticians any more.

I was shocked to find how difficult it was to arrange a visit from a local Optician and so we established our local home visiting service. From that small beginning it has grown into a full time service, but we have never forgotten the importance of individual, personal care.

We also believe that it is important to select a local provider of eyecare so that we can be with you, supporting your care of your residents 52 weeks of the year, not just on the day of the test itself.

Good eye care is delivering a constant, consistent high level of care. That is why we only work with local homes who want to achieve the same goal.

Regular eye examinations are vital, particularly for the elderly. It is estimated that around 96% of all people aged 75 or over require spectacles. Age Concern also state that in around 25% of all elderly falls, blame can directly be attributed to poor or failing eye sight.

Everyone should have the right to good eye care, and for those who cannot visit us at our practice in Gloucester City Centre, we are delighted to deliver that same world class eye care in your home.

It is proven that regular eye examinations and corrective spectacles will improve your resident's quality of life and could reduce the likelihood of their falling.

Our highly experienced team (over 100 years between us!) will be able to work with you and your residents to ensure that their eye care is customised to meet their needs –

They will be in the safest of hands!

Our Eyecare Service

It all begins with an informal meeting where we will discuss the eye care needs of your residents. Any special needs will be discussed and noted to ensure that we customise our visit to fully meet every resident's needs. We will conduct regular agreed review meetings to ensure that we are delivering a service that meets, or exceeds, your expectations.

THE EYE EXAMINATION

We have invested in the very latest portable technology to ensure that we provide a thorough eye examination for all of your residents whilst fully appreciating their comfort and wellbeing. We can adapt the test to ensure that any patient with conditions such as dementia or learning difficulties will remain relaxed during the examination.

By drawing on our wealth of experience, and by utilising our investment in technology, we can obtain fantastic results even when patient responses are limited.

SPECTACLES

We supply quality spectacles that will be custom made to optimise the vision of your residents. All spectacles will be named and will be supplied with a cloth and case (also named). Their use will also be clearly defined.

RECORD OF CARE FOLDER

We supply you with an exclusive 'Record of Care' folder. This one stop information document will be all that you require as a reference document for your residents, their relatives and other care providers.

As well as containing their prescription, we issue a comprehensive Vision Report. This report will detail an assessment of current vision, a 'Visual Risk of Falling' report and will clearly detail all communications, follow up visits and aftercare that takes place.

This document is maintained by us but remains at your home for constant reference.



Delivery & Aftercare Service

DELIVERY OF SPECTACLES

All spectacles will be delivered and fitted by a suitably qualified and trained person. They will check to ensure that they are a comfortable fit and that they achieve the level of vision that the Optometrist expects. Your resident and their carer will be fully informed of the purpose of the spectacles and their recommended wearing schedule.

AFTERCARE

As your local eyecare provider, we offer the very best ongoing aftercare and support. All spectacles are ordered, checked and delivered from our practice in Gloucester and we offer an unrivalled 24 hour support service.



NHS Compliance

We are registered directly with NHS England and we provide a service which, we believe, fully meets the agreed Code of Practice for Domiciliary Providers as agreed by the Association of British Dispensing Opticians, The Association of Optometrists, The College of Optometrists and The Federation of Dispensing Opticians and Optometrists.

RECORD OF CARE

At the heart of our service is our exclusive 'Record of Care' folder. This comprehensive document is fully maintained by us and will be your complete one stop reference point for all aspects of your service users eyecare needs.

We have worked closely with these professional bodies and the local Primary Eyecare Service to develop systems that fully meet the above code and the legislation laid down by NHS England to ensure that we meet their expectations in informing of visits, provision of our service, documentation, sufficient compliance checks and an approved recall system.

All of this will give you total confidence that your eye care provision will pass any scrutiny from The NHS England, NHS Counter Fraud Team or the Care Quality Commission.



Training & Support

FREE COURSES

We are delighted to offer several certificated training courses completely free of charge.

These can be delivered at your place of work or at our specialist training centre.

They can be provided for you and your staff as frequently as you require them.

Topics Include:

- Encouraging Good Eye Care in the Elderly
- Spotting Visual Problems in the Elderly
- Sensory Deprivation – An Understanding
- Modifying the Care Plan – Considering Visual Challenges

You will also have access to our website where you will find a comprehensive reference library and a facility for your staff to undertake online training modules.



Hear Care



We are proud to also be able to deliver a quality hear care service for you and your residents.

This service includes:

- FREE Simple 5-minute Screening Service
- Visiting Ear Health Technician
- Ear Health and Wax Removal Service
- Referral To An Audiologist Where Required
- Digital Aids from £399



A Right To Sight - Working Together

Good vision is such a precious gift, that is why we believe that it should be an absolute right of every individual to have access to the very best eyecare irrespective of any other factor.

It is generally accepted that good vision will not only be appreciated but will also reduce the chances of harm from factors such as falling.

As experts in care home visiting, we are highly experienced in obtaining the very best results in all types of care home establishment.

We have also invested in technology and developed procedures to ensure that the process remains enjoyable for the service user.

The types of homes we deliver our service to include:

- Dementia
- Learning Difficulties
- Physically Disabled
- Bed Bound
- Sheltered Accommodation
- Challenging Behaviour
- Psychiatric Difficulties

Community Eyecare Service

We are proud to be part of the Community Urgent Eye Care Service Scheme (CUES) that is in place across the County of Gloucestershire

This enables us to assess and manage many conditions that would previously require hospital visits as a day patient

We are also able to 'directly refer' patients with conditions that require surgical procedures such as cataract removal directly to the hospital that will be carrying out the procedure. This results in a far more simple and convenient process for the patient, and more importantly it can lead to the patient getting their surgery and quality of life back several months earlier.

Low Vision Service

For those residents who suffer from 'low vision' and therefore conventional spectacles cannot provide a reasonable level of vision, we can now offer a home based Low Vision Service

This service is fully funded by the NHS and as such is completely free to the recipient.

It involves a detailed assessment of vision and the outcome is usually a special device that can be used to give the patient back some improved level of vision and thereby improve their quality of life. In cases where we cannot improve vision we will give useful information as to how the environment could be adapted to improve vision and signpost the resident towards additional available support





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