

# Introduction

Domiciliary or home visits are available to those who are unable to leave their own homes or for those who are in care homes. If you or your family have any questions about accessing this service, please ask! We are here to help.

## Requesting a Visit

Please call - **01977 552361** or **01904 784040** and tell us that you want a home visit. Please note that we have to give notice to your PCT of our intention to visit and we will write to you with confirmation.

Providing you are housebound there is no charge for the visit or eye exam.

You are able to request a home visit every one or two years depending on your eye health. However if your ability to see changes quickly, we will visit sooner.

We will call you the day before the visit. If you confirm the appointment at this stage and we are unable to see you on the day, we may charge the visit fee to cover our travel costs and fees.

Please let us know if you receive Pension Credit when you book the appointment. We can then prepare the correct forms.

As with any NHS organisation, we request that you are polite and courteous to our staff. We do report any abuse to the NHS.

# Home Visits

Domiciliary eye care for the housebound and clients in care homes

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### York

30 York Road | York | YO24 4LZ  
york@visioncareoptometry.co.uk  
01904 784 040

### Castleford

19 Sagar Street | Castleford | WF10 1AG  
castleford@visioncareoptometry.co.uk  
01977 552 361

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[www.visioncareoptometry.co.uk](http://www.visioncareoptometry.co.uk)



# What do we provide?

## 1. Eye Exams

We will provide a thorough examination of your eyes to find out if your eyes are healthy, to check for any general health issues and if a new pair of spectacles will help you see to read, watch T.V. or help with any hobbies.

## 2. Spectacles

If we agree that new glasses will help, we will show you a selection of spectacle frames to choose from. We will also provide advice regarding suitability, fit, style and cost. On order, we will take a deposit for the spectacles and provide a receipt.



## 3. Delivery and fitting

After 5 to 15 working days from order, we will return and fit the spectacles you have chosen and ensure that you are able to achieve the best available vision. We will also take final payment and provide a receipt.

## 4. Aftercare

If required, we will visit you to adjust the spectacles after delivery. We also provide a repair service if you break your glasses. A charge is payable for the repair service.

## 5. Low vision aids (LVAs)

If spectacles do not help, we can supply an LVA assessment to check if a magnifier, telescope or electronic device will help you see better.

## 6. Reading Lights

We also provide advice on and supply bright reading lights.

# Additional Notes

## Access to personal data

We will not disclose personal data to family or friends unless specifically requested by yourself. With your permission, we will write to your family doctor to report an eye condition or other health matter that requires further treatment.

If you have cataracts, with your agreement we will refer you directly for surgery and explain the treatment options. Access to your notes can be requested by you in writing for a fee.

## Complaints & Comments

We welcome feedback and have a formal written complaints procedure which we will provide by first class post upon request.

## Our relationship with the NHS

RPCO Ltd t/a VisionCare Optometry has a written contract with the following NHS Primary Care Trusts (PCTs) to deliver additional services. East Riding, Leeds, North Yorkshire & York, and Wakefield. We will provide full contact details upon request for any of the above PCTs including contact numbers and addresses.