

Making life better for residents.



Specsavers[®]
Healthcall



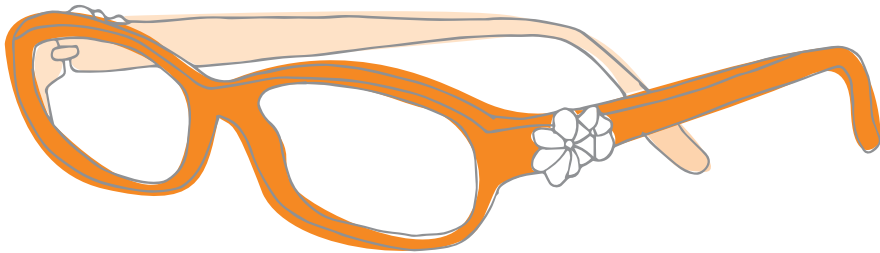
A NAME YOU CAN TRUST IN DOMICILIARY EYECARE

At Specsavers Healthcall we believe that everyone is entitled to the best possible eyecare service, including those who cannot visit an optician unaccompanied. So we've developed a unique domiciliary service, one that combines Healthcall's 20 years of experience in the home eyecare sector with Specsavers' 30 years as a high street optician. Our opticians conduct both home visits and care home visits, delivering a service that focuses on the specific needs of the customers while also offering unparalleled value and choice.



HOW WE WORK

People are at the heart of everything we do. We value the relationships we have with our care home customers and our approach has that at its core. Our opticians specialise in the domiciliary sector, so you can be confident that they understand the specific needs of residents and will always use plain language when communicating with them. What's more, all our staff undertake accredited Alzheimer's dementia training.



A FAMILIAR FACE

We are in the business of caring and know that strong personal relationships have a big part to play in providing an effective service. Continuity of care is core to our approach, in order to benefit our customers.

In every region in which we operate, we are in the process of appointing two-person teams, comprising an optician and a customer services director.

In many cases, both will come from the area in which they work, giving them a good understanding of the local community. So every time an appointment is made, it will be the same optician who visits.

Having a dedicated team also means one telephone number for all enquiries, whether that's booking or changing an appointment, or organising a repair.

PERSONAL EYECARE FOR EVERY RESIDENT

We've developed the Personal Eyecare Package, a unique support tool to help care for residents' eyes.

The Personal Eyecare Package has been specifically designed for use in busy care homes. It contains each resident's personal eyecare information, including the results of their eye test, the glasses dispensed and top tips to help individuals get the most from their vision. It also

contains a quick reference guide to the tasks that the residents enjoy doing and which glasses, if any, they need to wear.

All the information is presented in a simple, easy-to-use format, which we are confident will quickly become an indispensable aid in the residents' care. The Personal Eyecare Package can be kept as part of the individual's care plan.



VALUE AND CHOICE WITH SPECSAVERS HEALTHCALL

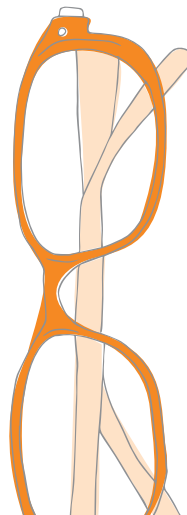
Specsavers Healthcall customers can take advantage of the same great offers that you'll find in Specsavers stores, such as free £45 glasses, including Standard bifocals or Star Price varifocals, for holders of a full NHS optical voucher and 25% off glasses and lenses for over-60s. Our opticians will be able to explain to each individual exactly what's available and which offer is the best value for them.

Residents will also be able to choose from a huge range of glasses styles during their appointment and will also have access to the entire Specsavers range. We never prescribe new glasses unless they're absolutely necessary and will always offer the best value product for each individual's needs.

Terms and conditions

Over 60s: Cannot be used with other offers. One pair of complete glasses only. Excludes reglazes, safety eyewear, contact lens products, non-prescription sunglasses. Discount not transferable in whole or part for cash.

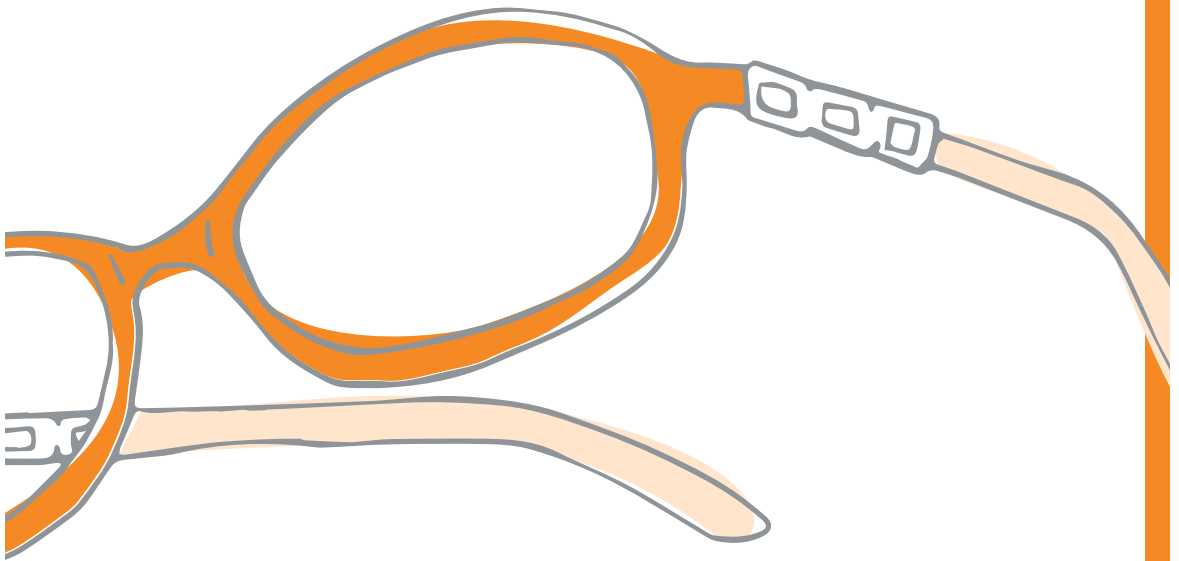
NHS-funded free glasses: NHS discounts cannot be combined with other offers. One pair of complete glasses only. Including standard single-vision, 1.5 Standard bifocal or 1.5 Star Price varifocal lenses with a scratch-resistant treatment. Other lenses and Extra Options are available at an additional charge. Subject to NHS eligibility.



GLASSES WITH A PERSONAL TOUCH

The majority of glasses we dispense are engraved with the customer's name, an indication of whether they're for near or distance vision and the month and year of dispense.

This makes it easier for the individual to identify their own glasses and also for the staff to tell whether a resident is wearing the right glasses for a particular activity. This not only avoids confusion but can also help ensure that residents can see clearly.



We want all of our customers to be completely happy with their purchase. If there are any concerns within three months of purchase, we will put it right - no quibble, no fuss.

DESIGNED TO MAKE LIFE EASIER

At the heart of Specsavers Healthcall is a drive to make life better for care home residents. So all of our customer records are stored electronically, making them easy to access and retrieve if needed.

HASSLE-FREE APPOINTMENTS

The last thing we want to do is make life any more complicated, so we make the appointment process easy. We'll take care of all the administration and, with permissions, will check the last time each resident had an eye test. We will then produce a plan for testing them in the future.

OPTICAL TRAINING FOR STAFF

As well as helping residents with their vision, we provide optical awareness training that can help equip staff with some understanding of a number of common eye conditions and how they might affect residents in their day-to-day activities.



We care about care workers too

We want to know what you think about our service. It helps us make improvements, so that we can provide the best possible standard of care. So after you've used us, we'll send the home a customer satisfaction survey. For each completed survey that we receive, we'll donate £5 to the Care Workers Charity, which supports care sector workers who, through no fault of their own, find themselves in financial difficulty.

We are also proud sponsors of the Great British Care Awards, which recognize outstanding work being done by front-line care staff.

To book a visit, call 0800 198 1135 or
go to [specsavers.co.uk/home-eye-tests](https://www.specsavers.co.uk/home-eye-tests)

