

Welcome to the Spring edition of our nursing homes newsletter

WE'VE lots of news to share with you, and a free to enter competition that could win your care home games and Thorntons goodies for Easter.

Healthcall continues to be the country's domiciliary and residential care optician. Regular sight testing not only enhances quality of life, but can also prevent falls and accidents.

We can really make a difference to you and the lives of your residents. And if you have older friends or relatives who could qualify for free home sight testing just give us a call on 0800 030 4082.

In this edition we're highlighting the

service updates we've made to make access to free sight testing even easier for you and your residents. We'll also tell you about our new website and Facebook site, which we'd love you to join, so read on and find out more.



Jayne Rawlinson
Managing Director

New Services

WE ARE delighted to announce a partnership with an established hearing aid provider who will provide free hearing tests and is able to dispense hearing aids at highly competitive rates. For more information please contact us.

We are undertaking visual field testing on all patients who are able to comply with it. This looks for any blind spots that may have developed that could cause falls and other difficulties. It is non-invasive and is a quick and easy test that can provide some important information for carers to ensure that they understand any visual difficulties being experienced by the residents..

Our Life Story Book can aid the memory of your residents and help with transition between different staff members by including personal details about the individual's life and likes and dislikes. Family members also appreciate this service and it's a good way to stimulate conversation. We also provide new resident sight test request pads so that a new resident may be tested as soon as possible.

Visit our new website

OUR NEW website is now live at www.healthcalloptical.co.uk. There's lots of information for individuals, health professionals and carers and you can view a recent ITN news clip that really sums up how access to free sight testing has made a difference to one of our clients.

85% of our clients get their glasses free!



WE'VE recently undertaken research which shows that 85% of our existing clients receive free spectacles. So if you have residents or even family who qualify for free home sight testing and are worried about the costs, the chances are they will qualify for free spectacles.

Win Games and Easter Goodies!



A GAMES set, including large print Scrabble, large print playing cards and large print dominoes and an Easter bundle of goodies from Thorntons are up for grabs in our free to enter competition. All you need to do is email us before 5:00 p.m. on Monday 18th April with your name, the address and telephone number of your nursing home.

Your details will be entered in a free prize draw. We'll send the winning home the goodies in time for Easter.





Always there for you

ALTHOUGH our regular business hours are Monday to Friday, 8.00 a.m. to 6.00 p.m., we have a 24 hour service which allows you to speak to a member of our team or get a message to us. Just call us on 0800 030 4082 and we will respond as quickly as we can – this includes arranging priority spectacle repairs.

We employ optometrists who live locally. This means that they can visit at short notice, especially for emergencies. Our optical advisors will also carry out spectacle MOTs – when visiting we will clean the lenses and tighten any screws of all spectacles in your home. We value the relationship with our clients and as part of our promise; we endeavour to send the same team to each visit to maintain continuity of care. We promise to make every effort to deliver any spectacles required within 10 working days of the order date.

Supporting dementia care

OUR optometrists have received training from the Alzheimer's Society to optimise sight testing in those with dementia. This includes techniques that allow them to carry out tests effectively when verbal communication is limited or difficult. We can work with you to ensure your most vulnerable residents don't lose out because of their frail mental state.



facebook

Our new Facebook page has lots of information about what we do, and enables you to become part of our community and share your thoughts and experiences. We'd also love you to use it to tell us what you're doing and when we can help. You can find us at:

<http://www.facebook.com/pages/Healthcall-Optical-Services/195000530534460>

Getting in touch...

You can contact us via our website,
www.healthcalloptical.co.uk, email us:
info@healthcalloptical.co.uk
or call us free on
0800 030 4082

Did you know?...

OVER one million older people live at home or in care, unable to visit a high street optician, yet less than a third of these people make use of the free home sight testing service available on the NHS. This demonstrates widespread lack of awareness about this important service amongst the most vulnerable older people in society and their carers.



With increasing pressure on health budgets, preventative health services such as sight tests are cost effective for the NHS and reduce the burden on social services. A report by York University found that the NHS treats some 89,500 patients a year for falls which are directly attributable to visual impairment at a cost of £289 million. Sight loss places a large economic cost on the UK, totalling an estimated £22 billion in 2008. <http://www.rnib.org.uk/aboutus/Research/reports/prevention/Pages/fsluk1.aspx>

By ensuring your residents have regular sight tests, you can help them stay safe and avoid unnecessary hospital admissions.

Transforming lives

Correcting poor vision can really transform someone's life. Mrs Tapp from Plymouth wrote to us recently to tell us how her life had changed:

"The day my glasses were delivered I had an early night – the first one in many years – and rediscovered the joys of reading once again. My belated New Year's resolution is to find a second hand computer/laptop and get to know the outside world again."



Choose Healthcall...

Healthcall is the largest provider of home sight testing in the country – we see around 100,000 people every year.

- ✓ Established care home relationships for 20 years
- ✓ A locally based service to meet your needs
- ✓ Priority and FREE spectacle repair service – repairs undertaken on site or by post
- ✓ FREE NHS sight tests
- ✓ Qualified clinical staff, all of who have received training from the Alzheimer's Society
- ✓ All staff CRB and POVA checked
- ✓ A full range of the latest clinical equipment
- ✓ We can provide your staff with Optical Awareness Training referenced to Skills for Care and NVQ
- ✓ All spectacles engraved for easy personal identification and usually delivered within 10 days
- ✓ Eyecare Information/Inspection folder to support CQC registration and inspection
- ✓ Hearing screening service also available.