



**Seewell Eyecare**

Bringing eyecare to you

## Information Pack for Care Homes

### NHS-Contracted Domiciliary Eye Care & Hearing Services




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

  
Providing NHS services

General  Council

 **FODO**  
The Association for  
Eye Care Providers

 **LOCSU**

 Alzheimer's Society  
**DementiaFriends**

 **THE COLLEGE OF  
OPTOMETRISTS**

 Association of  
Optometrists

 **abdo** Association of British  
Dispensing Opticians

# About Seewell Mobile Eyecare

Seewell Mobile Eyecare is an NHS-contracted domiciliary eye care provider specialising in delivering comprehensive eye examinations and hearing services directly to care home residents across England.

We understand that many care home residents, particularly those living with dementia, limited mobility, or complex health needs, find it extremely difficult to visit a high street optician.

Yet regular eye care is essential for their safety, well-being, and quality of life. Poor vision is a leading contributor to falls, confusion, social withdrawal, and reduced independence in elderly care home residents.

## **That is why we bring our services to you.**

Our team consists of qualified, GOC-registered optometrists equipped with state-of-the-art portable examination equipment, and a dedicated team that handles all dispensing, deliveries, adjustments, and aftercare coordination.

Together, we provide a complete end-to-end eye care service with zero administrative burden on your care home staff.

We are fully insured, DBS-checked, CQC-compliant, and NHS-approved. Every member of our team has been specifically trained in working sensitively with vulnerable adults, including those living with dementia and poor communication.



# Our Services



## Eye Care – Fully NHS-Funded & Approved

- Comprehensive eye examinations using a portable slit lamp, retinal camera, and autorefractor carried out in the resident's own room or a quiet space within the home.
- Full dispensing service – a wide range of frames brought directly to the home for residents to choose from, with guidance and support. All of our spectacles are tailor-made and of the highest quality.
- Glasses ordered, delivered, and professionally fitted on-site by a qualified dispenser.
- Free 12-month aftercare, including adjustments, repairs and replacements, and early re-examinations where clinically indicated.
- Referrals to hospital eye services where clinically necessary.
- All NHS-eligible residents receive their eye care and glasses totally free of charge.



## Hearing Services – upon request

- Hearing screening and earwax checks to identify hearing loss early.
- Ear wax removal (microsuction/irrigation) performed on-site by our accredited clinician, where deemed safe & appropriate.
- Referral to specialist audiologists for hearing aid assessment and fitting if required.



## Easy-to-read literature - upon request

- We provide free, easy-to-read literature on eye health and eye care for both residents and staff.
- Our guides cover topics such as recognising changes in vision, understanding common eye conditions like cataracts and glaucoma, and practical tips for looking after spectacles.
- All materials are written in clear, accessible language and are available in large print on request.
- We are happy to supply your care home with as many copies as you need.

# How It Works

1

## **Scheduling**

We agree a convenient visit date with your home. We work entirely around your schedule and can accommodate specific time windows to minimise disruption to your daily routine. We will always respect your protected meal times.

2

## **Resident List**

You provide a resident list including names, DOB, and funding status. This is an NHS requirement and must be submitted 21 days in advance. All data is handled securely in line with GDPR.

We also request NOK are informed for residents with limited capacity.

3

## **On-Site Examination**

Our optometrist and dispenser visit your home and examine each resident one-to-one in their most comfortable setting. Family members, carers, or chaperones are welcome to be present throughout. Depending on the number of residents, this may be split over multiple days to minimise disruptions.

You will receive a personalised eyecare plan for each resident after they are seen. This will outline their prescription and the health of their eyes. Copies can be printed to add to their care plans.

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## **Frame Selection & Dispensing**

Where glasses are required, residents choose their frames during the visit from our on-site range. We provide guidance on frame suitability, lens options, and ensure the best fit for everyone. For patients with low capacity, with consent, we are happy to help select the best options to suit their visual needs.

5

## **Delivery & Fitting**

We order the glasses, return to your home when suitable to deliver them personally, and ensure each pair is professionally fitted and comfortable. We label all glasses clearly with the resident's name and type of spectacle

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## **Ongoing Care**

All residents receive free aftercare for 12 months, including adjustments, repairs and replacements, as well as early check-ups where clinically indicated. We schedule regular return visits - typically every 12 months - to ensure continuous, proactive eye care for your residents.

# Why Choose SeeWell?

## ✓ **NHS Contracted — No Cost to Your Care Home**

Our service is fully funded and approved by the NHS via General Ophthalmic Services (GOS) vouchers. There is no charge to your care home, and all residents eligible for NHS sight tests receive their eye care completely free of charge.

## ✓ **Complete End-to-End Service**

From the initial eye examination through to dispensing, ordering, fitting, and 12 months of aftercare - we handle everything. Your staff do not need to arrange transport, accompany residents to appointments, or manage any paperwork.

## ✓ **Dementia-Specialist Approach**

Our optometrists are experienced in working with patients living with dementia and other cognitive conditions. We take a patient, gentle, one-to-one approach, adapting our methods to ensure every resident receives a thorough and comfortable examination. Additionally, our specialist equipment means residents with little to no communication can also benefit from a thorough examination with the most accurate results.

## ✓ **Hearing Services**

In addition to eye care, we offer hearing screening and earwax removal on-site, with referral to specialist audiologists where needed. One visit, one provider - for both eyes and ears.

## ✓ **Supporting Your CQC Compliance**

Regular access to eye care and hearing services for residents demonstrates your commitment to meeting healthcare needs - a key area of CQC inspection. Our free, easy-to-read eyecare literature further strengthens your evidence of continuous professional development within your team.



# Book Your Free Introductory Visit

We look forward to  
caring for your residents.

Scan here to book a free visit today.



## Booking your visit is simple

Contact us today, and we will arrange a convenient time to  
visit your care home.

We are happy to introduce ourselves and explain the service in  
person before you commit to anything.



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