

SightWatcher: Code of Conduct

SightWatcher strictly follows the optometry and domiciliary code of conduct. The following principles outlines SightWatcher's expectations for professionalism, good practice and prioritising patient care:

- Exercising professional judgement and use of professional skills to the best of ability.
- Discharging professional responsibilities with integrity, considering and acting in the public interest when appropriate.
- Being an example of good practice to colleagues.
- Striving to ensure that professional activities do not put the health and safety of others at risk.
- Never engaging in any corrupt or unethical practice.
- Never engaging in any activity that will impair the dignity and reputation of the optometric profession.

SightWatcher Values:

- To act with integrity and transparency
- To listen and to learn
- To demonstrate respect and professionalism
- To achieve high quality
- To champion equality, diversity, and inclusion

NHS Eligibility and Preparation

- NHS home eye tests are for those who are normally entitled to an NHS test, and due to physical or mental impairment they cannot attend an optical practice unaccompanied.
- Provider will establish the patient's eligibility for an NHS home eye test and reasons to why will be recorded on the patient record.
- A private home eye test may also be provided on request. To ensure the patients best interests, provider will explain that this will mean they will lose entitlement to NHS benefits.
- Appointment recalls will be advised by the provider at the intervals requested by the optometrist. Provider will only contact care homes to arrange a sight test for a patient, only if it has been requested by or on behalf of the patient.
- Provider will respect each patient's right to choose a provider for both clinical and optical services.
- Provider will conduct the sight test, ensuring the protection of patient privacy and dignity at all times.
- Practitioners will also be mindful of the Equality Act 2010 and the Mental Capacity Act 2005 whilst testing.
- Optometrists will assess patient's competence to make a decision and, where the patient is unable to, they will seek, where possible consent from the patients next of kin or primary care giver.

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- Sight tests will be conducted in the most appropriate location and circumstances for the patient.
- Provider will make clear the likely costs of any optical appliances in advance.
- Provider will make clear the exact costs of any optical appliances before an order is placed.

Eye Examination

- Provider will provide a sight test in accordance with the regulations, their individual needs, and duty of care and confidentiality of the optometrist towards the patient.
- Where the environment or medical limitations of the patient make it impossible to include the full range of procedures, the reasons for this will be clearly noted on the patients record card.
- Provider will comply with the guidelines of the College of Optometrists and the Association of British Dispensing Opticians to determine what is in the patient's best interest.

Continuing Care

- The first duty of optometrists and providers is to the patient, their eye health, vision and well-being.
- Provider will ensure any follow up care is provided efficiently and professionally.
- Provider will ensure any spectacles dispensed are fitted individually to the patient, and any tolerance issues are addressed appropriately by a trained colleague.
- If the patient opts to be cared for by another provider, relevant information will be made available to the new provider, with the consent of the patient / patient's carer.
- Providers will make clear in advance if care will be free under the NHS or at a cost to the patient.

Communication

- Provider will ensure all staff possess the communication skills necessary for domiciliary patients, particularly those with cognitive impairment.
- Provider will ensure patient confidentiality is always respected and if the patient lacks the capacity to understand, carers and or relatives will be involved where appropriate.
- A spectacle prescription or statement will be given to each patient, by the provider, as required by the regulations. Any further information, if necessary, will be given to their carer or family with the patients permission.

Service Standards

- Provider will provide high quality, personalised and professional optical services for domiciliary patients.
- All staff will carry identification and practitioners will make themselves known by name to each individual patient and or carer present.
- Provider will ensure that all staff providing domiciliary care are trained in and practise proactive infection control.

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- Provider will ensure that all staff providing domiciliary care are cognisant of the Optical Confederation's safeguarding guidance, have contact details for local safeguarding teams and know what to do in cases of concern.
- Provider will give the patient their contact details at the end of the appointment. This may be in the form of a standard leaflet.

Probity

- Provider is committed to the highest standards of probity.
- Provider will not offer or supply any optical services to third parties including the owners and staff of care homes, to gain or retain patients.
- Provider is not permitted to enter into agreements with care homes or care home chains which restrict in any way the patient's or their next of kin's choice of provider.
- Provider will not compete with other optical providers in ways that are inappropriate.
- It is accepted that care home managers may have providers which they know and trust but these providers should only be invited to visit a patient once it is ascertained that the patient or their relatives have no preference and where this is in the patient's best interests.
- When providing NHS sight tests provider will comply with the NHS requirements and regulations.

Complaints

Any complaints about the provider or allegations that a provider has fallen below the required standards should be addressed to the provider in the first instance, the relevant Primary Care Trust PCT, or the Optical Consumer complaints service. They can also be raised in confidence with the domiciliary eyecare committee. Details stated as follows:

Optical Consumer Complaints Service (OCCS)

PO BOX 4685, London, SE1 6ZB

Tel: 0344 800 5071

Email: enquiries@opticalcomplaints.co.uk

<https://www.opticalcomplaints.co.uk/>

Domiciliary Eyecare Committee

199 Gloucester Terrace, London W2 6LD

Tel: 020 7298 5151

E-mail: optics@fodo.com

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