



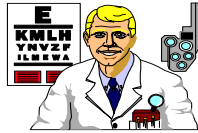
Information service for people living, working or studying in Merton.

Merton Civic Centre, London Road  
Morden, Surrey, SM4 5DX

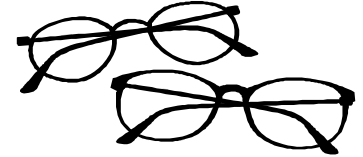
Telephone: 020 8545 4710

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## HOME VISITING SERVICES




### OPTICAL SERVICES

#### Low Vision Service

This NHS project is one of only eight in the country that won funding from the Government as a pilot site for chronic eye disease. The community low vision service is a partnership between the PCT, social services, the voluntary sector and high street optometrists. A person with low vision can go to their local community optometrist or a voluntary sector organisation to be assessed and then loaned equipment to help them manage better in their own home – for example, a magnifier to help them read their medicine bottles or household bills. Local people wanting to know more about the service can contact Sutton & Merton Primary Care Trust - Christine Harper on **020 8251 1122** or can ask at any high street optician showing a community low vision service poster.

#### **A. H. Panjvani, Morden Eye Centre**

85 London Road, Morden

 020 8648 3503

Area Covered: SW12, SW15, SW18, SW16, SW19, SW20 also Lambeth, Sutton, Wandsworth, Worcester Park, Carshalton, Cheam, Coulsdon.

#### **\*The Outside Clinic**

(Freephone)  0800 854 477

2<sup>nd</sup> Floor, 10-14 High Street, Old Town, Swindon SN1 3EP

E-mail: [enquiries@outsideclinic.com](mailto:enquiries@outsideclinic.com)

Website: [www.outsideclinic.com](http://www.outsideclinic.com)

Area covered: Anywhere in the country. (No charge for visit or eye test if you qualify)

**\*Eagle Eyes Opticians**

119 Garratt Lane, London SW18 4DR



020 8870 3988

Area covered: Wandsworth, Lambeth, Merton.

**\*Vision Call (Southern) Ltd**

Unit A, Monument Business Centre, Monument Way, East Woking, Surrey GU21 5LY  
Email: southern@vision-call.co.uk



01483 722 333

Provides a domiciliary eye care service from initial eye examination through to delivery and adjustment of spectacles.

## Healthcall Optical and Hearing Services

### Home Sight Services - To arrange a FREE home sight test call 0845 601 7241

Our equipment is the most up-to-date available and designed specifically for home eye tests. The patient's home is easily transformed into a consulting room, allowing our visiting opticians to perform a full and comprehensive eye test at home. Our teams carry a large variety of spectacle frames, ranging from budget styles (provided free to those entitled to an NHS voucher) to the latest designer frames, plus all types of lenses at highly competitive prices. This allows us to provide all types of prescription spectacles following a home eye test.

When the spectacles are ready they are delivered to the patient's home and expertly fitted by one of our dispensing opticians or trained clinical assistants. Our assistants have undergone training by the Royal National Institute for the Blind People (RNIB), so they fully understand the problems experienced by those suffering from low vision and ways in which they can be helped.

### NHS Eligibility Criteria for a free eye test at home

If you can answer "yes" to any of the following and you are unable to leave your home without help, then you may qualify to have a free NHS sight test in the comfort of your own home. You also may be entitled to help with the cost of glasses:

#### Are you:

- 60 years of age or over?
- Diagnosed with diabetes or glaucoma?
- Considered to be at risk of glaucoma (as diagnosed by an ophthalmologist)?
- 40 years of age or over and the parent, brother, sister, son or daughter of a person diagnosed with glaucoma?
- Registered blind or partially sighted?

- Eligible for an NHS Complex Lens Voucher (your optician will advise on your entitlement)?
- Claiming benefit (Income Support, Income based Jobseeker's Allowance, Pension Credit Guarantee or receiving tax credits and meeting qualifying conditions)?
- On a low income and named on a valid HC2 (full help) or HC3 (partial help certificate)?

**Hearing aids and hearing tests - For a FREE home hearing test call 0845 644 5000**

Our hearing service is provided by David Ormerod Hearing Centres. They are one of the largest, most experienced hearing aid providers in the UK, with over 40 years experience in providing hearing care. They are a trusted partner of Boots the Chemist providing hearing tests in their clinics located throughout the UK, many within the Boots store. David Ormerod at Boots will visit you at home and provide a full, free hearing test assessment even if you do not chose to buy a hearing aid from them. They provide a comprehensive range of hearing aids, including digital hearing aids at highly competitive prices. Customers also benefit from a full 60 day money back guarantee if not completely satisfied with their hearing aids.

**NOTES**

**Reasons for a home visit**

A domiciliary visit is a visit by a professional to you at home. Because it is much better for you to be examined in the surgery, where all the necessary equipment is available, these visits should only be used if you are housebound and cannot get out. If you are eligible for free NHS eye examinations, you are also eligible to have a free domiciliary visit. If you have to pay for your eye examination the domiciliary fee must also be privately paid.

**Residential Homes**

If you live in a residential home should have complete freedom in choosing your optometric practitioner. You may already be the patient of an optometrist and should not be compelled to see any other practitioner who may be visiting the establishment where you live. It is also unethical for an optometrist to encourage patients to be examined if they are already the satisfied patients of another practitioner.

**Eye Test Charges** - You can get free NHS sights tests if you:

- Are under 16, or are in full time education and aged 16, 17 or 18;
- Are aged 60 or over;
- Are a diagnosed glaucoma patient;
- Are aged 40 or over and are a parent, brother, sister, son or daughter of a diagnosed glaucoma patient, or have been advised by an ophthalmologist that you are at risk of glaucoma;
- Have been diagnosed as a diabetic;
- registered blind or partially sighted
- Need complex lenses
- Are someone whose sight test is carried out through the Hospital Eye Department as part of the management of your eye condition
- Are getting or your partner gets:
  - ➔ Income Support, or
  - ➔ Income-based Jobseeker's Allowance, or
  - ➔ Minimum Income Guarantee, or
  - ➔ Pension Credit guarantee credit;
- Are entitled to, or named on, a valid NHS tax credit exemption certificate or a valid HC2 certificate

If you fall into one of the above categories you are entitled to a free sight test every two years, unless your optician thinks you require one more frequently. Partial help: if you are named on a valid HC3 certificate you might get some help towards the cost of a private sight test.

**Private sight tests cost about £15-20, although the cost may vary from one optician to another. See also listings in Thomsons Local and Yellow Pages.**

**HAIRDRESSERS AND BARBERS**  
**(some are mentioned in the Yellow Pages)**

**\*Chop and Change - Telephone 07935 725954**  
**(Covers the whole of Merton)**

Service Offered - All aspects of home hairdressing for men and women.

Main Client Groups - General public, especially those who have difficulty getting out.

Opening Hours - Mon - Fri 9am- 5pm, Sat and Sun CLOSED.

**\*Dawn Seager – Freelance Hairdresser - Telephone 020 8670 9278**

Area Served - Area close to West Norwood, Mitcham and Wimbledon.

Opening Hours - Monday to Friday 10am - 3pm.

Main Client Groups - General public, especially the elderly.

Service Offered - Freelance Hairdresser. Will visit people at home; £20 cut and blow dry, £15 shampoo and blow dry/set. Waiting times vary 2 to 7 days for appointment

**\*Jen's Hair@Home -Telephone 07703 615516**

Opening Hours - Days and hours very flexible

Main Client Groups - People with physical and learning disabilities, sensory impairments, mental health needs, older people, carers.

Service Offered - All hairdressing services (covers the whole of Merton).

**\*Tina Casale – Mobile Hairdresser – Mobile 07952 544795**  
**Telephone 020 8684 0155**

Opening hours: Monday to Friday 9am-5pm. Can do later or evenings. Saturdays sometimes (quite flexible).

Main Client Groups – General public, housebound.

Service Offered – Mobile hair dressing service. Call to confirm whether your area covered.

## **HOME HELP / PERSONAL CARE AGENCIES**

### **\* 1 To One Nursing and Home Care Services**

1-3 Adelaide Road, Surbiton KT6 4TA  
Tel: 020 8399 3388

Service offered: Home care services to local people living at home, including personal care (washing, toileting, dressing and oral hygiene), palliative care (care of the terminally ill), night sits, sleepovers and relief care (a service that allows the service user's main carer to be away from the home environment for a short or long period of time). Although predominantly a care provider, also carry out more domestic tasks such as light housework, shopping and pension collection where appropriate. A gardening service is available upon request.

### **\*Anchor Care**

Chancery House, St. Nicholas Way, Sutton SM1 1JB  
Tel: 020 8652 6562

Service offered: Home care – both temporary and permanent: domestic help – shopping, collecting prescriptions/pensions, cleaning, laundry/ironing and preparing meals. Personal care – assistance with bathing, dressing/undressing, toilet requirements, night care (either “night duty”, i.e. care worker stays awake all night, or “sleep in”, i.e. care worker sleeps over to be available when needed), live in care, respite care at home. Also, companionship, writing letters/paying bills and escort to and from appointments/social events/work etc.

### **\*ARC CHEVRON Cleaning Services Ltd.**

Dalton House, 60 Windsor Avenue, London SW19 2RR  
Tel: 020 8542 2363

Service offered: one-off cleaning, window cleaning.

### **\*Asian Elders Voluntary Support Scheme**

5 Beachcroft Road, London, SW17 7BU  
Tel: 020 8767 5455 Fax: 0208 7675 486

Culturally sensitive services to enable Asian elders to live independently in their own home. Home care – domestic housework, laundry/ironing, pension collecting, shopping, food preparation, personal care, interpreting etc.

### **British Nursing Agency (BNA)**

115 Kingston Road, Wimbledon, SW19 1LT

Tel: 020 8542 9949

Service offered: personal homecare, e.g. assisting with bathing and dressing/ undressing, preparing meals, shopping, regular housework, one off cleaning, ironing, laundry, up to 24 hour care provided as necessary.

### **\*Busy Bees Bureau**

311 HMA House, 78 Durham Road, West Wimbledon, SW20 0TL

Tel: 020 8946 8833, e-mail [info@busybees-online.co.uk](mailto:info@busybees-online.co.uk)

Service offered: domestic cleaning and ironing, Gardeners.

### **\*Carewatch (Kingston Upon Thames)**

391 Ewell Road, Surbiton, Surrey, KT6 7DG

Tel: 0208 330 0070

Services include – personal care including help with bathing, toileting and dressing. Also shopping and housework can also supply staff for sleep in and waking night service.

### **\*Compaasionate Caring agency UK Ltd.**

12 Westmorland Way, Mitcha, Surrey CR4 1QB

Telephone: 020 8764 1696. Fax: 020 8679 3135. Email: [ccaukltd@yahoo.co.uk](mailto:ccaukltd@yahoo.co.uk)

Website: [www.cca-uk.org](http://www.cca-uk.org)

Home care and living-in care which includes: Personal Care- washing/bathing, dressing, helping in/out of bed and around the home. Administration of (prearranged) medication. Housekeeping – housework/shopping, pension collecting/paying bills, meal preparation/cooking, dealing with callers. Social Care: companionship/reading, dealing with correspondence, help with hobbies/pastimes, outings. Respite Care: enabling families to enjoy a well-earned break. Services available to both institutional and private clients, for both adults and children.

### **\*Complete Care Centre Ltd.**

6 Lind Road, Sutton SM1 4PJ

Telephone: 020 8288 0902 and E-mail [Lesley@lesleyparis.wanadoo.co.uk](mailto:Lesley@lesleyparis.wanadoo.co.uk)

Service offered: Place carers in clients own home or residential home. 24 hour service available, if required. Provides personal care, meal preparation, shopping, housework, and laundry services.

### **\*Croft Community Service**

17 Gordon Rd, Carshalton Beeches SM5 3RG  
Tel: 020 8669 6464

Service offered: personal care, simple meals – microwave & sandwiches, shopping, housework, laundry, ironing, and window cleaning.

### **\*Goldsborough**

Justin Plaza No. 2, 341 London Road, Mitcham CR4 4BE  
Tel: 020 8685 1112 and E-mail: [Mitcham.Gold@goldsborough-home-care.co.uk](mailto:Mitcham.Gold@goldsborough-home-care.co.uk)

Service offered: Personal home care e.g. assisting with bathing, dressing and undressing, meal preparation, shopping, regular housework, laundry and ironing. Up to 24 hour care can be provided as necessary.

### **\*Home From Hospital**

St. George's House, 3-5 Pepys Road, London SW20 8ZU  
Tel: 020 8879 3472 and E-mail: [janheath@hfhomecare.co.uk](mailto:janheath@hfhomecare.co.uk)

Service offered: Personal Care, Housework, Shopping, Meal Preparation, Laundry Ironing, Respite service, 24 hour service available if required, Night sitting.

### **\*Mushkil Aasaan**

220-222 Upper Tooting Road, 1<sup>st</sup> Floor (Side Entrance), London SW17 7EW  
Tel: 020 8672 6581

Range of services for Asian families in need. Domiciliary care providing personal care and support in household tasks for older and disabled people. Child care support. Crisis intervention, individual counselling, advocacy, mediation, bilingual welfare rights advice, translation and interpreting, befriending networks, bereavement support and respite for carers.

### **\*Optional Care Ltd (In Partnership with Age Concern Merton)**

277 London Road, Mitcham CR4 3NT  
Telephone: 020 8646 2186

Service offered: domestic care, meal preparation, shopping, housework, laundry, ironing, and inside window cleaning (with appropriate steps).

### **\*Quality First Homecare**

73 Blenheim Gardens, Wallington SM2 9PW

Telephone: 020 8773 3878

Cleaning and spring cleaning, washing and ironing, Gardening and minor repairs, tried and tested sub-contractors for plumbing, building works etc.

### **\*Squirrels Direct Care Service Ltd**

12 & 13 Fitzroy House, Lynwood Drive, Worcester Park KT4 7AA.

Telephone: 020 3258 1014

E-mail [squirrelscare@btconnect.com](mailto:squirrelscare@btconnect.com)

Service offered: Personal care, home care, meal preparation, shopping, housework, laundry, ironing, respite care sleepovers, sit-in service.

### **\*Supreme Care Services Ltd**

9 Crown Parade, Crown Lane, Morden, SM4 5DA

Telephone: 020 8545 0030 - Fax: 020 8545 0029

E-mail [rebecca@supremecare.co.uk](mailto:rebecca@supremecare.co.uk) Website [www.supremecare.co.uk](http://www.supremecare.co.uk)

Personal Care, bathing & showering service; shopping/collecting pension etc; put to bed service; light housework; cooking meals; laundry services; escorts to hospital, shops etc; Sleep in and wake night duty.

**You might wish to consider this 'homeshare' scheme that offers an affordable service for people who feel vulnerable or isolated, and who need companionship e.g. friendship and security, and help around the home with things like cleaning, laundry, shopping, etc. as well as assistance with getting out and about. The homesharers are carefully vetted, regularly monitored and personally matched. For more details, contact the agencies direct - Mrs Emelia Opoku, VITALISE HOMESHARE, 155a Kings Road, London SW3 5TX - Telephone 020 7376 4558 or 0845 293 0449**

**We take care to update the information we provide regularly to try to ensure it is accurate. However, CareConnect cannot accept liability for any errors or omissions, nor can we be held responsible for the services provided by any of the agencies or bodies referred to.**