

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Service Specification Number	02/GMS/63 v3
Service	Low Vision Aid Assessments
Commissioner Lead	
Provider Lead	
Period	01 April 2022 – 31 March 2023
Date of Review	Annually

1. National/local context	
1.1	Low vision affects every aspect of someone's life and about 80 per cent of people with a visual impairment are over the age of 65 years. The prevalence increases dramatically with age, therefore with an ageing population the number of people with low vision is projected to increase.
1.2	In Dorset, the number of adults aged 65+ in Dorset is higher than the national average (18.5%) with an associated higher levels age related eye disease and people living with visual impairment.
1.3	The Clinical Eye Health Council (CEHC) Low, Vision, Habilitation and Rehabilitation Framework for Adults and Children published in 2017 suggests the need for early intervention and practical support for people with sight loss to ensure they remain as independent as possible. Access to low vision services should not be dependent on certification of visual impairment as people are better able to use low vision aids if they are able to access them as soon as possible.
1.4	The Low Vision Aid (LVA) Service in Dorset has historically utilised skills in Optician Practices across the County but with some gaps in the West and North which is more rural. Future services need to remain in primary care settings in either optician practices or other venues to provide local access for service users. Additional provision of LVA services, particularly in the West and North of the County will provide a more accessible and equitable service for the Dorset population where gaps currently exist and ensure that enough resources are in place should activity levels increase in line with the ageing population.

2. Nationally Defined Outcomes		
Domain 1	Preventing people from dying premature	
Domain 2	Enhancing quality of life for people with long-term conditions	✓
Domain 3	Helping people to recover from episodes of ill-health or following injury	
Domain 4	Ensuring people have a positive experience of care	✓
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	✓

3. Locally Defined Outcomes	
3.1	Service users with visual loss will have an improved quality of life
3.2	There will be high level of service user satisfaction

4. Service Aims and Objectives			
Aims		Objectives	
4.1	To deliver timely and effective care close to Service Users' homes	4.1.1	The service will be available in convenient geographical locations across Dorset to meet the needs of the population
		4.1.2	Appointment times will be flexible (within business hours) to meet the needs of service users
		4.1.3	Premises will be accessible for a range of needs
4.2	To enable service users to undertake activities of daily living	4.2.1	Undertaking assessment of individual needs of the service user
		4.2.2	Provision of magnifiers and other visual aids to meet the individual needs of the service user
4.3	To work holistically with other services	4.3.1	Signposting to other local and national support services and voluntary organisations
		4.3.2	Liaising with other service providers including Rehabilitation Officers for the Visually Impaired, Eye Clinic Liaison Officers, Hospital and community eye services, and children's services.

5. Service Description/Care Pathway	
5.1 Summary	The Low vision aid service includes assessment of visually impaired service users, and supply of non-digital magnifiers and other non-digital visual aids to support activities of daily living.
5.2 Referral	Patients may be referred from the hospital service, Eye Clinic Liaison Officers, social services, dispensing opticians, or by non- accredited optometrists if the vision cannot be corrected by spectacles.
5.3 Scope of Service	<p>Each patient will receive an initial assessment and up to two follow up visits. Where possible written information regarding the cause of low vision will be given.</p> <p>Providers will maintain a selection of visual aids for trial and demonstration purposes.</p> <p>Patients will be given one or a number of aids which are deemed necessary (there is no maximum). These are given on an indefinite loan basis and should be returned once they are no longer required. An approved list is supplied.</p> <p>Providers within the scheme are supplied with an approved list of low vision aids agreed by NHS Dorset CCG (appendix 1). Patients can be supplied with aids that are not on this list at the providers' discretion to the value of £50 or below if this would be beneficial to the patient and/or be more cost effective.</p> <p>The provider must ensure that patients are monitored at appropriate intervals and wherever possible aids are collected when no longer of use to a patient.</p> <p>The provider must ensure that in addition to the low vision aid</p>

	<p>requirements the ocular health of the patient is maintained as appropriate.</p> <p>Appointments may be offered within an optician practice or other clinical environment, or within a service user's home where there is a clinical or social need.</p>
5.4 Workforce/ Competencies	The service can be provided by optometrists and/or dispensing opticians with the appropriate skills and competencies to undertake Service User assessments.

6. Eligibility, Acceptance and Exclusion	
6.1	The eligible population include adults and children registered with a Dorset GP practice who have difficulty with everyday tasks due to visual impairment that cannot be corrected by glasses.
6.2	Service users not registered with a Dorset GP are excluded from the service.

7. Interdependence with Other Services/Providers	
7.1.	<p>Providers will maintain good links with all referring agencies to ensure that Service Users can be transferred smoothly between services where necessary and appropriate, and that awareness of the service is raised.</p> <p>Providers will have knowledge of local eye health charities offering additional low vision services and support in order to signpost service users.</p> <p>Links will be maintained with educational settings where Low Vision Services are provided for children.</p>

Location of Provider's Premises	
	See Schedule 2A of the contract Particulars

Applicable Personalised Care Requirements	