

Making a referral – Frequently Asked Questions



Where is Dyscover, and are there branches in other areas?

Our base is in [Leatherhead](#) (KT22 0BN) and we run a satellite group in [Kingston](#) (KT1 2PT).

We have no geographical catchment area and can accept referrals from outside Surrey provided people meet our referral criteria (see below) and are willing and able to travel. From time to time we offer [outreach services](#) in other areas.

Is Dyscover's support available online?

Yes, in April 2020 we developed an [online service](#) (using Zoom) and plan to continue this after the pandemic, to expand our reach.

Is Dyscover part of the NHS? Do you provide Speech and Language Therapy?

No, we are a small independent [charity](#) with no statutory funding. All our services are [led or overseen by specialist aphasia Speech and Language Therapists](#). We work mostly with small groups, but may also offer a short course of Conversation Partner Skills training for couples living with aphasia. These sessions are led by a Speech and Language Therapist.

We find it works best to have people join our groups after they have been discharged from NHS services. Most of our referrals come from our local NHS Speech and Language Therapy colleagues, or directly from people with aphasia and/or their relative. If therapy is ongoing, we liaise with the NHS or Independent SLT who is providing this.

Does Dyscover charge fees?

Yes, to help meet our costs we charge group members [a termly fee of approximately £150 for 10 sessions](#). Members' fees contribute about 20% to the costs of running our groups. Our extra activities and courses are also heavily subsidised. We make an [annual membership charge of £18](#).

We do not charge for enquiries, initial assessments, or the trial session(s) before a person joins.

We do not exclude people who are in genuine hardship, and [offer flexible payment arrangements](#).

What are your criteria for referral? Do you only help people whose aphasia is caused by stroke?

We accept referrals of adults who have [aphasia as their main communication problem](#) and without significant difficulties with memory, concentration, perception or behaviour. We help people with mild to very severe aphasia, and offer different groups for different needs. We require people to be independent in the toilet or whose continence can be managed for the duration of a group session (1 – 2 hours). Most of our members have aphasia caused by stroke. We run a separate service for people who have a diagnosis of [Primary Progressive Aphasia](#), a language led dementia.

What is the referral procedure?

We accept referrals from [healthcare professionals](#) and [from people with aphasia or a relative](#). You can [phone, email or download a referral form](#) from our website [www.dyscover.org.uk](#)

[One of our staff will contact you](#) by phone or email to find out more about your communication problems and your current needs. You may then be offered an [assessment appointment](#) at our Dyscover offices, or over zoom.

A Speech and Language therapist will assess your communication and explain how we work at Dyscover. You may observe a group in action, and you may be invited to attend 1 - 2 sessions in a group on a trial basis.

If you decide to join, you will receive a new members' pack and an invoice for the remaining sessions of the term.

Does Dyscover provide transport, and is parking available at your centres?

No. Most of our group members either drive themselves or are transported by a relative. Our Kingston base is close to public transport links. Our Leatherhead base is 1.5 miles from Leatherhead station and is not on a bus route.

Free parking is available at Leatherhead. At Kingston, visitors with cars can use a nearby public car park or on-street metered parking.

Are your centres wheelchair accessible?

Yes, [both our centres have step-free access and wheelchair accessible toilets](#) equipped with rails. Please note our staff and volunteers cannot provide help with personal care.

When do Dyscover groups run?

We run [regular weekly groups Tuesday to Thursday](#) across our 2 sites. We operate over [3 terms, 40 weeks a year](#).

During Easter and Summer breaks we offer an [optional programme of extra activities](#). We also run [additional short courses](#) from time to time in response to need.

How do I contact Dyscover to make an enquiry or a referral?

All our staff work part-time. Our Leatherhead offices are open Monday to Friday. Outside of hours you can leave a voicemail on [01737 819419](#). You can email [info@dyscover.org.uk](#) Our referral form can be found on our website [www.dyscover.org.uk](#) Completed forms can be sent to [Dyscover, Leatherhead Court, Woodlands Rd, Leatherhead, KT22 0BN](#)