

Making a referral – Frequently Asked Questions

Where is Dyscover?

1. Leatherhead and Kingston

We run groups in Leatherhead and Kingston. We can accept referrals from outside Surrey provided people meet our referral criteria (see below) and are able to travel.

From time to time, we offer outreach services in other areas.

2. Dyscover online

We also run groups online using Zoom.

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

We are a small independent charity with no statutory funding.

Our service is led by specialist aphasia Speech and Language Therapists.

We work with small groups and offer short courses of Conversation Partner Skills training for couples living with aphasia.

Most people join our groups after they have been discharged from NHS services.

Referrals come from local NHS Speech and Language Therapists, or directly from people with aphasia or their relative.

If therapy is ongoing, we liaise with the NHS or Independent SLT who is providing this.

Does Dyscover charge fees?

We charge group members a termly fee of between £200-£260. Our terms are between 12-14 weeks in length. We run 3 terms per year. Our annual membership subscription is £18.

Members' fees contribute approximately 20% of our running costs. We offer extra activities and courses, which are also subsidised.

We do not charge for enquiries, initial assessments, or for the first trial session 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.

This may be caused by stroke or another head trauma.

We help people with mild to 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).

We run a separate service for people who have 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.

Please download a referral form from our website www.dyscover.org.uk.

We 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 either Leatherhead, Kingston or over Zoom.

A Speech and Language therapist will assess your communication and explain how we work at Dyscover.

You may then be invited to attend 1 trial group session.

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?

We do not provide transport. Group members will need to arrange their own transport.

Leatherhead - free parking is available.

Kingston - there is limited disabled parking and a place to safely drop someone off. There are also nearby public car parks and on-street metered parking.

Are your centres wheelchair accessible?

Both Leatherhead and Kingston centres have step-free access and wheelchair accessible toilets equipped with rails. (Please note our staff and volunteers cannot provide help with mobility and personal care).

When do Dyscover groups run?

We run weekly groups Tuesday to Thursday in Leatherhead, Kingston and on Zoom.

We operate over 3 terms, 40 weeks a year.

We offer optional accessible sport during term time and during Easter and Summer breaks we offer an optional programme of extra activities including some on Zoom.

We also run additional short courses in response to need.

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

Our Leatherhead offices are open Monday to Thursday.

Telephone 01737 819419 (answerphone available out of hours)

Email info@dyscover.org.uk

Website www.dyscover.org.uk

Address Dyscover, Leatherhead Court, Woodlands Rd, Leatherhead, KT22 0BN