

### **What is Signs of Hope?**

We are a counselling service for any Deaf or hard of hearing person or their friends or relatives.

### **Who can use Signs of Hope?**

- Anyone of any racial, religious or cultural background, of any age, sexual orientation or marital status.
- Anyone who is d/Deaf, Deafblind or hard of hearing
- Anyone who needs a counsellor who understands Deaf issues and culture (including relatives of Deaf people.)

### **Communication**

Counsellors can communicate in:

- British Sign Language and Sign Supported English
- Deafblind Manual Alphabet and Hands - on Signing
- Spoken English

### **What is counselling?**

Counselling is a special relationship where one person helps another person to deal with their feelings and to cope with life more easily. Counsellors do not give advice or tell you what to do. They help by listening in a special way, asking questions and helping you to talk about your feelings so that you can work out for yourself what is best for you.

### **What will I have to talk about?**

Your counsellor will ask questions to help you, but you don't have to talk about anything if you don't want to.

### **What if I am not sure if I want to have counselling?**

Don't worry, you can come and talk to an experienced counsellor free of charge to find out more. Then you can decide if counselling is right for you.

### **How long does counselling last?**

Sessions are 50 minutes long, and normally once a week. The number of sessions varies a lot. It is usually between 6 and 20 sessions. You can always stop the counselling at any time if you want to.

### **How much does counselling cost?**

- **Fees** - Usually £30-£40 per session (depending on who is paying.)
- **Funding** - We can help you find out if you are eligible for funding to pay for counselling. If not, we can reduce your fees if you can't pay.
- **Free of charge counselling** is available with trainee or newly qualified counsellors.

For more information see our information leaflet on fees and funding.

### **Where does counselling take place?**

For confidentiality, the counselling does not happen at the main office of Caritas Deaf Service. Counselling usually takes place at a separate site in Islington or remotely using video calling. Your counsellor will give you the details with your appointment.

### **The Counsellors**

You will always be seen first by an experienced counsellor who will be fully qualified and either BACP accredited or eligible for accreditation. Sometimes, you may be referred to a volunteer counsellor, who will either be recently qualified or in their final year of training. We will try to give you a choice of Deaf or hearing counsellor

### **Training**

Signs of Hope now offers trainee placements to Deaf students in their final year of a counselling Diploma/MA or newly qualified Deaf counsellors.

### **Confidentiality**

*All* counsellors keep strict rules about confidentiality. Your counsellor will explain more fully about confidentiality at your first appointment. For more information see our leaflet on confidentiality.

### **Comments and suggestions**

We would like to know what you think of our service. If you have any comments or suggestions, please let us know. If you would like to make a complaint, please ask for a copy of our complaints procedure

**For more information or to make an appointment:**

**Email:**

signsofhope@rcdow.org.uk

**SMS Text Message:**

07936 939522

**Fax:**

020 8203 9745

**Textphone:**

020 8732 8340

**Voice answerphone:**

07936 939522

**Post:**

Nikki Dhillon Keane

Signs of Hope...

Caritas Deaf Service

St Joseph's Pastoral Centre

St Joseph's Grove

London NW4 4TY

**Please make an appointment before you come.  
The counsellor cannot see you without an appointment.**

Westminster Diocese is a registered Charity no 233699

**Please contact us for a large print  
version of this leaflet**

# Signs of Hope...



## Deaf Counselling

Part of Caritas Deaf Service

email: [signsofhope@rcdow.org.uk](mailto:signsofhope@rcdow.org.uk)

sms: 07936 939522

minicom: 020 8732 8340

fax: 020 8203 9745

voice phone: 020 8457 6536