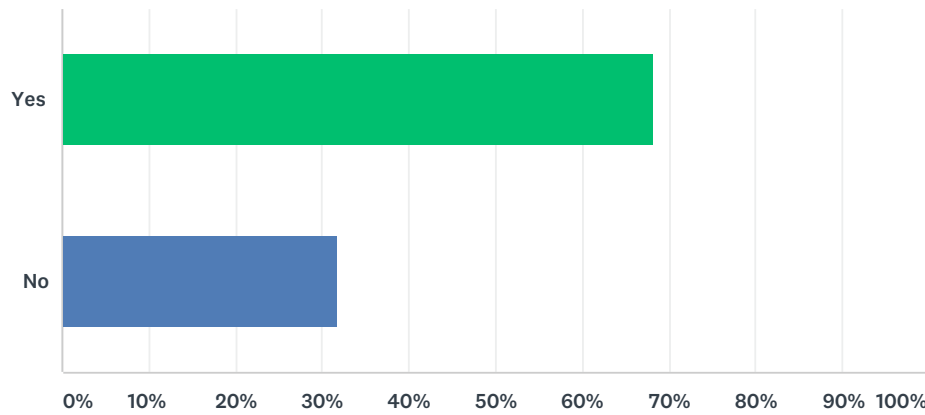


Q1 Have you had specialist training to help you work with people affected by sight loss?

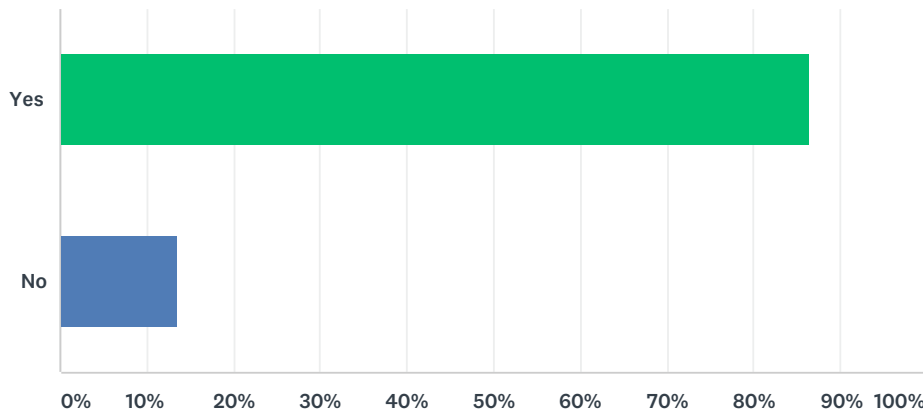
Answered: 22 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	68.18%	15
No	31.82%	7
TOTAL		22

Q2 Do you also offer counselling to people who are not affected by sight loss? (This maybe in a different work setting)

Answered: 22 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	86.36%	19
No	13.64%	3
TOTAL		22

Q3 What, in your opinion, is different about working with people affected by sight loss compared to your other clients?

Answered: 22 Skipped: 0

#	RESPONSES	DATE
1	People with sight loss have an additional layer of trauma in addition to other trauma or life events that cause difficulties.	11/14/2017 2:30 PM
2	Excellent communication skills. Not moving items around. Looking for hazards	11/14/2017 1:00 PM
3	The presence of grief in light of the changes in capacity, which can also undermine someones perception of self, and their willingness to take the risks needed ti be part of society.	11/10/2017 2:07 PM
4	I have only recently started working with people affected by sight loss so don't have an opinion as yet	11/9/2017 9:22 AM
5	Loss of control over their lives.	11/8/2017 4:12 PM
6	Issues addressed around disability/identity and themes of dependency/independence. Sensitivity and awareness needed around access to work and services as well as understanding the impact of sight loss on relationships and social life. Loss and grief experienced and extending to secondary losses due to sight loss eg. career/vocation chosen prior to sight loss.	11/8/2017 3:44 PM
7	Sight loss is often compared to a bereavement and many clients go through a process of grieving. In my opinion, I think that as sight loss changes a client's whole perception of the world and reality, it is important to work with the client towards constructing a new life and a new reality. This can take a very long time.	11/8/2017 12:06 PM
8	Clients with sight loss tend to have many more practical difficulties in their life than sighted clients, for example feeling isolated because they are unable to drive or travel independently.	11/7/2017 8:45 AM
9	Working with vicarious trauma, vicarious grief, crisis states and chronic depression are the biggest differences compared to work with other clients. Another dominant theme is the affect that sight loss has to relationships - Moving from independent to dependent roles.	11/6/2017 2:27 PM
10	The need to be aware of the general issues in society regarding sight loss and therefore the impact this can have even if the person with sight loss maybe unaware. also the fact that most of communication is visual and therefore this has huge implications for the v.i client and working with them in a way that allows for this.	11/6/2017 10:12 AM
11	I only use the telephone to counsel my sight loss clients whereas in my private practice, I usually see clienst face to face. Also my sight loss clients tend to be a lotolder (alythough not always).	11/5/2017 5:43 PM
12	There are themes which over lap in all clients. Only real difference is the sign posting and information sharing which is relevant to sight loss.	11/5/2017 2:05 PM
13	Many experience feelings of loss and grief, frustration and anger whereas other clients in my other work setting have other emotions relating to their presenting issue	11/3/2017 4:13 PM
14	The importance of understanding the frame of reference regarding the sight loss clients.	11/3/2017 1:47 PM
15	Practical issues around accessibility, making resources/buildings accessible. Acknowledging the particular grieving process that comes with an acquired disability.	11/2/2017 10:32 AM
16	In a way there is not much difference as we treat everybody as individuals, and therefore different to each other. However, there are common issues and scenarios which are important to take into account. There is also something about building awareness of a non sighted or partially sighted world, which is a subtle but important learning, particularly for a sighted counsellor.	10/31/2017 4:06 PM
17	there is a greater emphasis on loss and bereavement, isolation, loss of identity. I think clients generally feel misunderstood by others. I think there is a 'darkness' to the work - metaphorically speaking - a lot of depression, despair, hopelessness	10/31/2017 9:58 AM
18	Other than working continuously with the same issues which are faced by someone who has sight loss, there is not difference.	10/30/2017 1:50 PM

19	The greatest difference is that the client group is predominantly in the older age group	10/29/2017 4:49 PM
20	You need to build your awareness of the things that will impact a person with sight loss, such as the lighting in the room, position of the chairs (they may prefer you to sit next to them if they only have peripheral vision), you need to provide contracts and therapy worksheets in a range of formats. It is also helpful if you have an awareness of additional support services and knowledge of how to refer into them if necessary.	10/27/2017 1:29 PM
21	Sight loss has the potential to affect identity in a major way as well as connection with others and the wider community and the world, depending on the focus of the work, and if the focus of the sight loss work is supporting to 'come to terms' with sight loss this will involve, loss, acceptance, change and transition work. Of course working with people who experience sight loss also involves talking about external barriers, society and disability and accessibility and often providing information to support and help with these considerations.	10/25/2017 11:39 AM
22	The intensity and enduring nature of the emotional impact as well as impact on confidence and sense of self. Also how the experience of sight loss pervades all aspects of daily life, allowing little if no escape from the impact.	10/25/2017 10:09 AM

Q4 In your opinion, what are the most important skills a counsellor employs when counselling people affected by sight loss.

Answered: 22 Skipped: 0

#	RESPONSES	DATE
1	To have knowledge of the persons sight loss, condition and functional vision so that they can fully access and participate in the sessions.	11/14/2017 2:30 PM
2	Communication	11/14/2017 1:00 PM
3	A willingness to engage, although the capacity to engage with the person rather than focusing exclusively on the consequences of sight loss.	11/10/2017 2:07 PM
4	As previous response - not yet formed opinion	11/9/2017 9:22 AM
5	Listening actively, empathy	11/8/2017 4:12 PM
6	Empathy and acceptance for where a client finds themselves emotionally due to sight loss. Containing/tolerating difficult emotional responses as well as 'being alongside clients in despair or struggling to imagine coming to terms with sight loss. Curiosity and sensitivity around specific experience client has as well as understanding of different types of sight loss.	11/8/2017 3:44 PM
7	I think empathy, patience and being able to remain non-judgemental are all important skills. Resilience is also important as sometimes the work can be very emotionally trying.	11/8/2017 12:06 PM
8	Empathy and an understanding of how practical challenges make life more difficult for clients affected by sight loss	11/7/2017 8:45 AM
9	An ability to cope with sustained emotionally distressing work and manage vicarious trauma/vicarious grief/vicarious depression through increased self care and supervision. An ability to use trauma intervention, solution focused work and the person centred core conditions to provide a holding and compassionate environment.	11/6/2017 2:27 PM
10	awareness, understanding, empathy.	11/6/2017 10:12 AM
11	I don't think this differs from any other clients really - empathy, listening, helping clients explore and understand their feelings and dealing with loss.	11/5/2017 5:43 PM
12	Same as employing a counsellor for any type of counselling. Experience, Good listener, BACP accreditation.	11/5/2017 2:05 PM
13	Empathy, listening to how the client feels and having knowledge of where to signpost if necessary	11/3/2017 4:13 PM
14	Empathy, congruence, positive regard and information sharing.	11/3/2017 1:47 PM
15	First and foremost, empathy. The basics of counselling can never be underestimated when working with this client group. An acute awareness of the effects and impact of the inability to use/receive non-verbal communication too.	11/2/2017 10:32 AM
16	Awareness of self and the other, particularly around issues of diversity and disability. Willingness to learn and be open to challenges around disability issues. Ability to detect and handle risk. And of course the usual counselling skills that create and sustain a good therapeutic relationship.	10/31/2017 4:06 PM
17	the core conditions are the most important. Creating a non judgemental space and working in a humanistic way. Working in a time limited framework, it's important to think about ideas and hopes for the therapy but space to reflect and explore and to allow the client to be heard seems more important than anything.	10/31/2017 9:58 AM
18	Empathy, listening skills, a non-judgmental approach, building a relationship.	10/30/2017 1:50 PM
19	The same as any other area of counselling - listening, empathy; compassion; managing multiple losses; respecting differences; tolerating uncertainty on behalf of the client; understanding and respecting boundaries and recognising one's own limitations are some of the essential skills.	10/29/2017 4:49 PM

20	It's helpful to have a deeper understanding of some of the presenting problems that people affected by sight loss often come to counselling with such as grief and anxiety. You should ensure that you choose appropriate CPD to help you work with such problems.	10/27/2017 1:29 PM
21	To be holding, empathic, practical and flexible, to be able to work creatively and to think outside the box sometimes. To have a good understanding of sight loss conditions and the impact of these. To be a very good listener, patient and consistent.	10/25/2017 11:39 AM
22	Empathy, realness, awareness of the pervading nature of the impacts. Ability to support the client to work at their own pace and to express deep emotions safely, while building an effective relationship that will allow gentle challenging when the time is right for the client to move forwards.	10/25/2017 10:09 AM

Q5 What do you think the client affected by sight loss needs to be able to enter into a good therapeutic relationship?

Answered: 22 Skipped: 0

#	RESPONSES	DATE
1	Good accessibility, information regarding setting, counsellor, expectation on them.	11/14/2017 2:30 PM
2	Trust	11/14/2017 1:00 PM
3	To be seen as the person that they are, the services are accessible, that they engage with therapists who have an appreciation of the emotional toll that sight loss can bring.	11/10/2017 2:07 PM
4	Willingness to engage with process	11/9/2017 9:22 AM
5	To be heard and understood, trust.	11/8/2017 4:12 PM
6	To feel safe, confidentiality and for the counsellor to have an understanding/awareness of the impact of sight loss.	11/8/2017 3:44 PM
7	It is helpful if the client is psychologically minded but that is often not the case. If the client is open to new ways of thinking and new experiences, then change is easier than if they are very closed. Ultimately, they need to be able to have a good connection with their counsellor and feel that they are being listened to with empathy and understanding.	11/8/2017 12:06 PM
8	Empathy and an understanding of the challenges people affected by sight loss encounter.	11/7/2017 8:45 AM
9	Compassion, support, empathy, 'holding/containment', choice and safety.	11/6/2017 2:27 PM
10	the desire to have counselling	11/6/2017 10:12 AM
11	To feel that their counsellor is able to understand what it is like for them. To be listened to and to have someone who is reliably there for them.	11/5/2017 5:43 PM
12	Generically, you need someone who you 'connect' with someone who understands, someone who is non judgemental, exp of sight loss may be an advantage.	11/5/2017 2:05 PM
13	Trust, honesty, the desire to feel better and move forward	11/3/2017 4:13 PM
14	Understanding, to be listened to and heard, support with practical, emotional, and psychological needs.	11/3/2017 1:47 PM
15	A feeling of physical safety in the built surroundings of the counselling setting. A clear understanding of what experience the counsellor has of working with people who have sight loss. Clearly accessible printed/audio information leaflets etc. about the service, with counsellor assistance to read/access this where necessary. Where the counsellor is happy with it, open and appropriate self-disclosure of counsellor's own sight loss journey.	11/2/2017 10:32 AM
16	First of all the feeling they can trust their counsellor to understand what they are going through. To feel there is competence, empathy, knowledge and skills on offer to support them with their issues.	10/31/2017 4:06 PM
17	an openness and willingness, a readiness and a degree of self insight and self awareness	10/31/2017 9:58 AM
18	A secure relationship with the counsellor, who maintains good boundaries and is not judging the client.	10/30/2017 1:50 PM
19	Trust that you are professional yet can make a human to human connection. And that as a counsellor you understand (as much as is possible) their unique situation and the impact that situation has on them and their loved ones.	10/29/2017 4:49 PM
20	Understanding, choice (seating, lighting, format of material) A counsellor who knows how to guide someone in and out of the room if necessary.	10/27/2017 1:29 PM
21	Ease of access, consistency, trust, and non threatening.	10/25/2017 11:39 AM

22	<p>To feel safe in the care of a professional who understands the stark realities, and can 'hold' the potentially overwhelming emotions such as intense grief, anxiety and fear. The counsellor therefore, needs to have maturity and adequate self awareness to be able to offer this safety net. For the empathy and interventions to be such that the client can quickly feel that the counsellor does possess the above capacity. For clear boundaries and a service that responds to the clients level of need. They also need the choice of means, whether telephone, online or face-to-face as for some, contact is essential to afford them the necessary therapeutic environment to deal with overwhelming emotions.</p>	10/25/2017 10:09 AM
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Q6 Could you name 3 important areas of your work that you feel would help a new counsellor working with a client affected by sight loss for the first time?

Answered: 22 Skipped: 0

ANSWER CHOICES	RESPONSES	
1.	100.00%	22
2.	100.00%	22
3.	100.00%	22

#	1.	DATE
1	Eye condition knowledge, prognosis etc	11/14/2017 2:30 PM
2	sighted guiding skills.	11/14/2017 1:00 PM
3	Understanding of the consequences of grief and loss	11/10/2017 2:07 PM
4	Information about sight loss conditions	11/9/2017 9:22 AM
5	self-awareness	11/8/2017 4:12 PM
6	Be curious, ask questions, discuss and read about sight loss and issues affecting people with a disability	11/8/2017 3:44 PM
7	Working with loss and change	11/8/2017 12:06 PM
8	A basic understanding the various sight conditions and how they impact peoples vision	11/7/2017 8:45 AM
9	Understanding the impact of sight loss and other long term conditions on a person's daily life and identity of self	11/6/2017 2:27 PM
10	reading books to understand some of the personal stories attached to sight loss.	11/6/2017 10:12 AM
11	Understanding the enormity of the loss	11/5/2017 5:43 PM
12	For MD Society - exp of working with elderly	11/5/2017 2:05 PM
13	spending time with someone who has a visual impairment	11/3/2017 4:13 PM
14	Being able to work with grief and loss	11/3/2017 1:47 PM
15	Be confident in your own training and ability! The client will quickly sense that you are uncomfortable and/or incongruent. Be open and honest if you have never worked with this client group before.	11/2/2017 10:32 AM
16	Awareness of sight loss issues, also on a practical level in terms of having an appropriate counselling space, communication modes and use of potential resources.	10/31/2017 4:06 PM
17	An understanding of loss and bereavement models	10/31/2017 9:58 AM
18	Awareness of loss issues	10/30/2017 1:50 PM
19	Understand that sight loss affects many unforeseen areas of someones life and confidence	10/29/2017 4:49 PM
20	Offer a range of formats for contracts	10/27/2017 1:29 PM
21	loss and change and support with this - elements of providing psycho education	10/25/2017 11:39 AM
22	Dealing with complex grief	10/25/2017 10:09 AM

#	2.	DATE
1	Accessibility equipment	11/14/2017 2:30 PM
2	Equipment available	11/14/2017 1:00 PM

3	How sight loss is experiences and its foundations	11/10/2017 2:07 PM
4	Information about where to signpost for practical help	11/9/2017 9:22 AM
5	common themes/feelings	11/8/2017 4:12 PM
6	Dont make assumptions about what people can or can't do with sight loss	11/8/2017 3:44 PM
7	Validating and normalising emotions	11/8/2017 12:06 PM
8	An understanding that blind and partially sighted clients are exactly the same as other clients however there are many more practical challenges they face	11/7/2017 8:45 AM
9	Understanding and being able to identify vicarious trauma/grief	11/6/2017 2:27 PM
10	a visit to a clinic to see the processes.	11/6/2017 10:12 AM
11	Hhaving details of some practical resources for the client	11/5/2017 5:43 PM
12	Ability to listen carefully	11/5/2017 2:05 PM
13	Attending a living with Sight loss course	11/3/2017 4:13 PM
14	Being in confident in working in a variety of mediums, phone, face to face, online etc.	11/3/2017 1:47 PM
15	Remember the client is a person who has sight loss. Don't lose the person in the diagnosis. At the same time, don't be afraid to ask questions about the client's eye condition, how it affects them and how they feel about it. You might be surprised what you can learn!	11/2/2017 10:32 AM
16	Awareness/knowledge of disability issues.	10/31/2017 4:06 PM
17	an undersanding and openness to work with core conditions	10/31/2017 9:58 AM
18	Impact of lack of independance	10/30/2017 1:50 PM
19	To be able to manage multiple losses	10/29/2017 4:49 PM
20	Gain a deeper understanding of sight loss support services	10/27/2017 1:29 PM
21	acceptance and change, moving forward	10/25/2017 11:39 AM
22	Barriers to communication	10/25/2017 10:09 AM
#	3.	DATE
1	Affects of sight loss on daily function and how this impacts on the persons resilience	11/14/2017 2:30 PM
2	good communication and listening skills	11/14/2017 1:00 PM
3	Capacity to candidly reflect and explore and individuals perception of self	11/10/2017 2:07 PM
4	Sight loss clients are just the same as other clients in so many ways	11/9/2017 9:22 AM
5	mental health issues	11/8/2017 4:12 PM
6	Supporting clients to manage anxiety	11/8/2017 3:44 PM
7	Working with anger and depression	11/8/2017 12:06 PM
8	An understanding of trauma, grief, depression and anxiety	11/7/2017 8:45 AM
9	Recognising the space needed to process the loss of sight loss and the accompanying adjustments/learning in life	11/6/2017 2:27 PM
10	Shadowing a teacher for V.I to learn from birth to adult hood.	11/6/2017 10:12 AM
11	being able to stay with the uncertainty of the future	11/5/2017 5:43 PM
12	To be empathic and have an awareness of sight loss issues	11/5/2017 2:05 PM
13	Finding out how they feel about sight loss and if they can relate to similar emotions	11/3/2017 4:13 PM
14	A deep understanding of the impact of sight loss	11/3/2017 1:47 PM
15	Be aware, but don't get too caught up in, the practical issues around welcoming and working with a client who has sight loss. Don't be afraid to ask what their personal preferences are with regards to print size/format etc. What suits one client won't necessarily suit the next. Don't be afraid to learn and ask questions.	11/2/2017 10:32 AM

16	Awareness/knowledge of the loss cycle and relevant scenarios.	10/31/2017 4:06 PM
17	an insight into the common reactions to sight loss	10/31/2017 9:58 AM
18	Isolation	10/30/2017 1:50 PM
19	To not fear the hopelessness and suicidal thoughts that many clients express.	10/29/2017 4:49 PM
20	Have an understanding of different eye conditions	10/27/2017 1:29 PM
21	understanding the barriers that peoplewith sight loss face	10/25/2017 11:39 AM
22	Impact on sense of self, hopes and dreams.	10/25/2017 10:09 AM

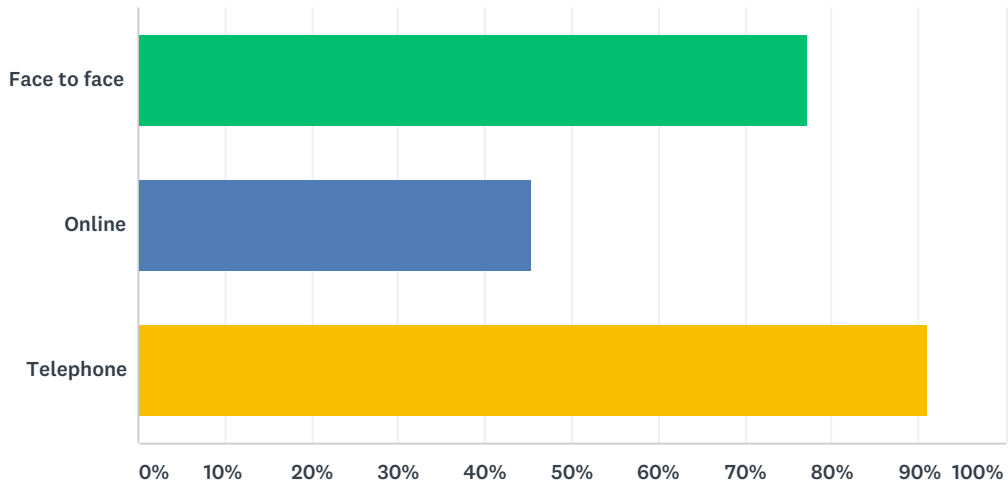
Q7 If you were to ask the client what do you think they would say was the most important part of the service they received?

Answered: 22 Skipped: 0

#	RESPONSES	DATE
1	Information, support and advice	11/14/2017 2:30 PM
2	Helping them remain as independant as possible	11/14/2017 1:00 PM
3	That they had a developing confidence to live a life	11/10/2017 2:07 PM
4	Being heard	11/9/2017 9:22 AM
5	understanding, knowing what other support was out there, less alone.	11/8/2017 4:12 PM
6	Feeling understood in the issues they face with sight loss	11/8/2017 3:44 PM
7	Many clients are unable to talk to their family and friends about how they are feeling. They feel they have to put on a brave face or feel shameful that they have not moved on. They also often do not feel that others understand their sight loss. I think the most important part of the service was offering a safe place where clients could talk about the emotions surrounding their sight loss with people who have training and experience in it and will allow them to express difficult feelings without being judged.	11/8/2017 12:06 PM
8	That somebody truly listened to them and tried to understand.	11/7/2017 8:45 AM
9	Being to listened to someone who understands the impact of sight loss	11/6/2017 2:27 PM
10	To be heard and understood. somewhere to share the difficult thoughts and feelings, confidentially.	11/6/2017 10:12 AM
11	being able to talk freely to someone who is independent from family or friends and who listened and tried to understand what they were going through	11/5/2017 5:43 PM
12	Talking to someone who listens and from their point of view, someone who understands.	11/5/2017 2:05 PM
13	Someone who listens to them without judgement, in a safe, confidential space, where they can truly be themselves	11/3/2017 4:13 PM
14	Having a space to talk freely about how they really feel about their sight loss.	11/3/2017 1:47 PM
15	Clients have regularly fed-back to me that it has been very important that their counsellor (me!) has sight loss themselves. They feel that this has added a lot of extra empathy to the relationship and that in turn they can be more open and honest about their real feelings as the expectations they feel have been placed on them to 'just get on with it' are removed. Additionally, a lot of clients have told me they feel empowered by working with a counsellor who has sight loss as they see that it's possible to live a normal life, working in a professional role and obtaining an education. This has been particularly prominent in clients who are under age 50 years.	11/2/2017 10:32 AM
16	To have found somebody they could trust to understand them.	10/31/2017 4:06 PM
17	being heard by someone who understands the impact of sight loss	10/31/2017 9:58 AM
18	Being able to talk openly and share their feelings and thoughts without feeling restricted	10/30/2017 1:50 PM
19	Understanding their situation.	10/29/2017 4:49 PM
20	Understanding and specialist support	10/27/2017 1:29 PM
21	To be supportive and a good listener to offer hope and normality.	10/25/2017 11:39 AM
22	To be able to 'say it how it really is' and heard by someone they do not themselves have to educate about the impact.	10/25/2017 10:09 AM

Q8 How do you work with clients? (tick as many as apply).

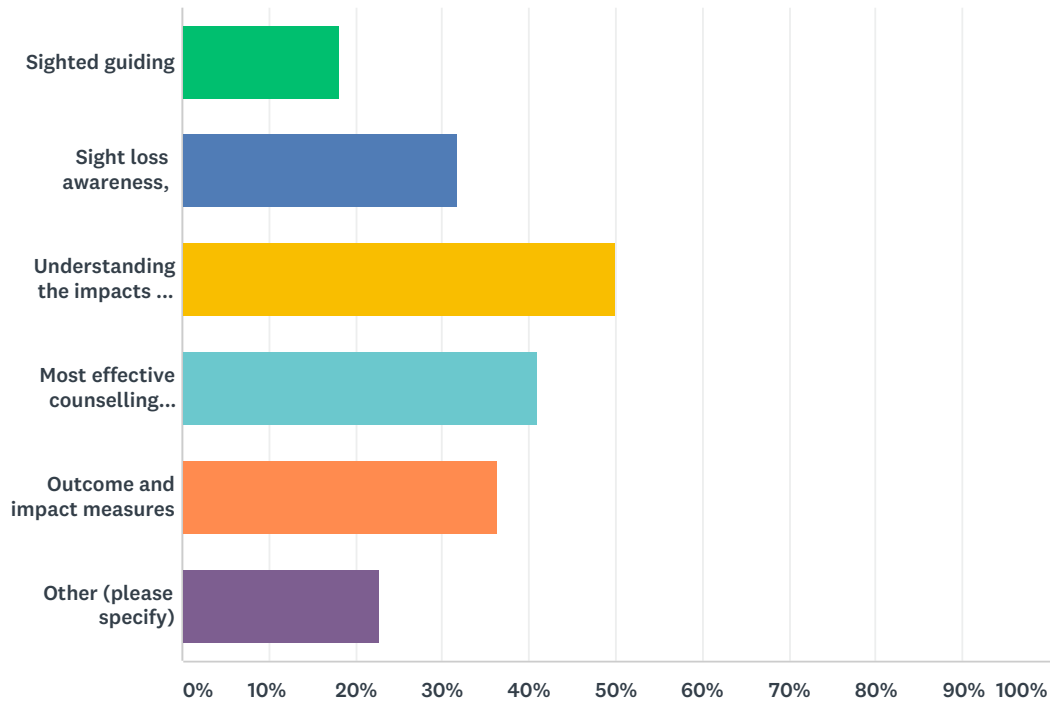
Answered: 22 Skipped: 0



ANSWER CHOICES	RESPONSES	
Face to face	77.27%	17
Online	45.45%	10
Telephone	90.91%	20
Total Respondents: 22		

Q9 If you could have extra training about any aspect of working with clients affected by sight loss, what would be helpful to you? (tick all that apply)

Answered: 22 Skipped: 0



ANSWER CHOICES	RESPONSES
Sighted guiding	18.18% 4
Sight loss awareness,	31.82% 7
Understanding the impacts of different eye diseases	50.00% 11
Most effective counselling techniques	40.91% 9
Outcome and impact measures	36.36% 8
Other (please specify)	22.73% 5
Total Respondents: 22	

#	OTHER (PLEASE SPECIFY)	DATE
1	Working with vicarious trauma and trauma intervention work	11/6/2017 2:27 PM
2	I get my training needs met by the organisation I get my referrals from and from talking to the team of counsellors there.	11/5/2017 5:43 PM
3	Grief training/further training supplementry to the basics covered in counsellor training courses as cleints very often present with a grief reaction to thier sight loss.	11/2/2017 10:32 AM
4	Developing creativity in my work.	10/31/2017 4:06 PM
5	Different eye condition not just AMD	10/29/2017 4:49 PM

Q10 Is there anything else you want to tell us about providing counselling for clients affected by sight loss?

Answered: 16 Skipped: 6

#	RESPONSES	DATE
1	No	11/14/2017 2:30 PM
2	no	11/14/2017 1:00 PM
3	No	11/10/2017 2:07 PM
4	No	11/9/2017 9:22 AM
5	Whilst some similar themes might occur, diverse population of clients affected can challenge counsellors to tailor approach to suit different needs.	11/8/2017 3:44 PM
6	I have not worked with any other disability but I think sight loss can be a particularly devastating disability and I think there is currently a long waiting list for counselling with our service. Many people who finally receive counselling say that it would have been more useful if they could have had counselling sooner.	11/8/2017 12:06 PM
7	Long term therapy should be provided	11/6/2017 2:27 PM
8	it is important that the counsellor gets good support , as it is very emotionally demanding working with loss.	11/6/2017 10:12 AM
9	the skills a counsellor uses are not different. We learn as with everything in life, from experience. providing a counsellor is adequately trained in the first place, I am not sure what other training a course could provide. Most practical information is obtained on websites and from sight loss organisations and of course, as with any presebting issue, our clients teach us so much.	11/5/2017 5:43 PM
10	I find that not all this client group engage fully with telephone counselling, however many do.	11/3/2017 4:13 PM
11	There needs to more accessible, affordable and specialised counselling services available to clients experiencing sight loss.	11/3/2017 1:47 PM
12	Never, ever underestimate a client! Clients in this group never fail to amaze me with their courage, drive and ambition. Small tasks and steps are major achievements with this group, you will rejoice with them when they grow their confidence and self-image to make themselves a cup of tea!	11/2/2017 10:32 AM
13	It has been a good learning experience so far. Sometimes challenging, as it makes you face your own issues about diversity, whether we are sighted or not sighted counsellors, but ultimately rewarding.	10/31/2017 4:06 PM
14	This client group are unique and I feel privileged to be able to work with each and every person I've ever spoken to. I have learnt a lot about life from them all.	10/29/2017 4:49 PM
15	Just that it is very specific and that it is difficult to measure against any other service really. I think it is important to be very mindful of this and that we allow for flexibility to support the client in the best way that suits them.	10/25/2017 11:39 AM
16	It is a specialist area which demands top quality supervision as well as on going self awareness and self-care by the practitioner.	10/25/2017 10:09 AM