

Meet Ellen

Supported Living in Dorking, Surrey



Ellen's History

Ellen moved into our Supported Living home in Dorking 14 years ago and has never looked back since, making it her very own home. Before this, she lived in other settings, including a hospital setting. Ellen is profoundly deaf and communicates in her own unique way through vocalisations, facial expressions, and objects of reference. She also needs support around Pica*, and with the right care in place, this is being managed well to keep her safe, healthy, and comfortable.

First Steps

When Ellen moved into her new home, the team focused on helping her feel safe, comfortable, and understood. They learned her communication style, respected her choices, and introduced familiar routines to help her settle. Consistent support and careful management of her Pica created stability, while encouraging her favourite activities, including walks, nature, and trains, helped build her confidence and support a positive transition.



Ongoing Support

Ellen is supported by a caring team who understand her communication needs and ensure she feels safe, valued, and listened to each day. The team use Makaton and her communication passport to provide consistent support. Ellen receives help with daily living tasks and activities while maintaining confidence and independence. The team also supports her health and wellbeing through annual health checks and appointments. With encouragement, familiar routines, and person-centred care, Ellen continues to enjoy the activities and routines she loves most.



Ellen's Progress

Ellen has made great progress and fills her days with things that bring her joy and comfort, from relaxing sessions with the aromatherapist and music practitioner to shopping trips, walks, and visits to local coffee shops. She loves spending time in the garden and has a real enthusiasm for public transport, especially trains. Ellen likes to show her personality and growing independence by choosing her own clothes and making her likes and dislikes clearly known.

Manager's thoughts

"It has been wonderful to see Ellen grow in confidence over the years and continue to enjoy the things that matter most to her. The team is committed to supporting her in a way that keeps her safe, respected, and able to live a happy and meaningful life."

- Home Manager

* An eating disorder characterised by the persistent consumptions of non-food items.

** Name and images have been changed for privacy.

Looking to the future

Ellen's future goals include developing her communication skills, becoming more involved in everyday tasks such as meal preparation, and trying new foods. She is also looking forward to a special summer trip on the Bluebell Railway, enjoying a memorable day out doing something she truly loves.



Find out more

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Our values

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Being
Brave



Having
Fun



Making
Things
Happen



Valuing
everyone