



Big improvements required of Epsom care home

17 September 2025



An Epsom care home has been told it needs to make big improvements after inspectors found residents were being left to lead “very isolated lives.”

Fir Trees House, a residential home in Epsom for up to seven adults with learning disabilities, was inspected between October 2024 and July this year following concerns about the quality of care and facilities. At the time of the assessment, only four people were living there - most with long-term mental health conditions and several being assessed for autism.

The Care Quality Commission (CQC) said the home was “not always safe” and “not well-led,” warning that some residents were at risk of harm. Inspectors branded the care homes as ‘requiring improvement’ in key areas.

Inspectors said the service “wasn’t always meeting” standards set out under national guidance on supporting people with learning disabilities and autism. In particular, they found staff often focused on tasks rather than encouraging residents to live more fulfilled, independent lives.

One resident told inspectors they were happy at the home, but others described their care as “unsympathetic” and even disrespectful. One person told inspectors: “They went on to recall their first day at the service, saying, “Staff laughed at me as I tried to get up the stairs, I felt very unwell. I had to rest on the stairs, I thought I was going to lose consciousness, my head was spinning and they were laughing.”

The CQC also criticised the service for failing to learn from mistakes. In one case, a resident was moved out after a court ruled they weren’t getting the support they needed. But no managers investigated what went wrong.

The report highlighted a lack of staff at night, meaning people’s safety could not be guaranteed in an emergency. Staff also admitted they weren’t sure which outside organisations they should contact if they had safeguarding concerns.



On top of that, the report said residents were not being encouraged to eat meals together, socialise, or take part in the local community - leaving them at risk of isolation.

However, inspectors did note some positives. Medication was managed safely, refurbishment work had started - including installing a stair lift - and staff spoke positively about the management team.

Inspectors said the home itself needed work. Kitchens and bathrooms were not always clean, and some areas were in poor condition. Since then, refurbishments have begun, with new flooring, a wet room and plans for a stair lift to help people with mobility needs.

The Care Quality Commission said Fir Trees House remained in breach of legal rules around person-centred care and governance.

Fir Trees House has been approached for comment.

283 Fir Tree Road, Epsom, Surrey. (Credit: Google Street View)