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Redhill care home put under special measures

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A supported living service in Redhill has been rated “inadequate” and put into special measures after inspectors said they uncovered six legal breaches.

The health watchdog slammed the service as putting “unnecessary stress” on people by only giving 28 days’ notice when required to move out.

Threeways Dom Care, on Brighton Road, which supports adults with learning disabilities, was inspected by the Care Quality Commission (CQC) in July 2025.

The watchdog found “serious leadership failings” which it said left people without dignity, independence or self care.

Roger James, CQC’s deputy director for Surrey, said: “Our inspection of Threeways Dom Care exposed serious leadership failings that were denying people dignity, respect, and independence in their care.”

Inspectors flagged problems across the board, including poor record-keeping, lack of staff training, and a failure to manage basic health needs like nutrition and epilepsy.

Some staff were found to be unkind, while others ignored health and safety basics. One care staff member was found wearing flip flops which could bring in dirt, and others were discovered to raise their voice at people or ask them to be quiet in what is meant to be their home.

The CQC report also criticised leaders for mishandling the closure of the home. Just one day after the inspection, residents and their families were told the service was shutting and given 28 days to move out.

Mr James, CQC’s deputy director for Surrey, added: “Threeways ignored people’s voices, failed to inform them or their relatives of their rights as tenants, and put an enormous amount of unnecessary stress on people as well as making the transfer to a new care service for them more difficult.”

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He added the service did not promote an open or honest culture, with safeguarding concerns often missed or ignored, leaving people at risk of harm.

But Threeways management has hit back, accusing the regulator of ignoring their side of the story. A spokesperson for the service said: “Families have always been happy with the service and we’ve had positive feedback from professionals. The service will close once commissioners confirm a move date, and in the meantime, we’re doing our best to ensure a smooth transition.”

Despite those reassurances, the CQC has placed the service into special measures, meaning it will be closely monitored and expected to make urgent improvements if it wishes to continue operating.

Emily Dalton LDRS

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