

2741731

Registered provider: 24/7 Support UK Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to three children who have learning disabilities.

The home is led by an experienced and qualified manager.

Inspection dates: 5 and 6 August 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

This is the home's first inspection. There is currently one child living at the home. The inspector spent time with the child, and the child spoke to and engaged with the inspector over the two days. There was a warm, friendly atmosphere, with fun and laughter shared between the child and the staff team.

The child is at the heart of this home. Staff provide them with an extremely warm and nurturing home environment. Staff speak about the child with enthusiasm, warmth and compassion. They demonstrate unwavering commitment to them. This enables them to flourish in all areas of their development.

The child is involved in all aspects of their care, and this has supported them to make some positive progress since moving in. Staff provide them with a genuine sense of emotional warmth and understanding. The team is committed to supporting the child to grow and develop in confidence and self-esteem.

The child is supported to express their views and actively take part in decisions about their day-to-day living arrangements. They are helped to use the most appropriate communication methods to make their views, wishes and feelings known. The staff help the child to develop their interests, and achievements are celebrated. However, the introduction of an advocate would further help the child to make decisions about things that may affect them.

Staff have high aspirations for the child and provide support to help them develop age-appropriate life skills that prepare them for adulthood. They have a clear understanding of the nature and extent of the child's learning disability, which enables them to set goals that are both realistic and appropriately supportive.

The staff actively support and encourage the child to meet their physical health needs. This includes being prepared for and starting to attend local health appointments. The approach is tailored and individualised and supports them with their health needs.

The child's environment is homely and welcoming. This supports the child to believe this is their home. Staff are building and developing a sense of belonging and stability for the child. They see themselves as a family around them in a family home. While the home is furnished well and has a homely feel, the damaged internal fixtures and fittings need to be repaired in a timely manner.

How well children and young people are helped and protected: good

The child enjoys the trusting relationships that are being built with the staff. They provide a strong and consistent routine which the child benefits from. This has been

critical in enabling the child to begin to build secure and meaningful relationships with a team of staff whom the child knows, trusts and can rely on.

Physical interventions are used only when necessary to manage incidents where the child poses a risk of significant harm to themselves or others. Debrief discussions are held with the staff, and the child has opportunities to talk with staff following incidents. Records are completed in full and include reflections and learning points to help develop staff responses to the child. This supports and provides clear guidance to staff, ensuring they understand how to care for and support the child successfully.

The child's individual risk assessment and support plans are detailed and thoughtfully constructed. Managers and staff make clear links between previous worries and potential triggers for more challenging behaviours. The child's vulnerabilities are well understood. This provides staff with clear, practical guidance on how best to support the child safely and effectively.

Staff complete the mandatory training required. They also receive bespoke training that is tailored to the needs of the child. Staff discuss safeguarding issues in individual one-to-one sessions. Staff training is focused on care, support and the safeguarding needs of the child.

Complaints are well managed, demonstrating a thorough, transparent, and child-centred approach. Concerns are acknowledged promptly, investigated objectively and documented clearly. This ensures everyone is kept informed throughout the process. The manager communicates the outcomes and takes action to prevent recurrence and improve relationships between all parties.

The effectiveness of leaders and managers: good

The manager is experienced and dedicated to the child and team in her care. She is clearly child focused and can detail the progress and experience of the child. She is an integral part of the home and has begun to create a positive culture in the home. The manager and deputy manager work well together, creating consistency and stability within the team.

The manager and staff team are committed to reflective learning and development. This supports them to adapt their approach and care to the child's evolving needs. This is evident in the progress of the child and the confidence and consistency provided to them by the team. This supports the child to thrive in a nurturing home.

Staff morale and team cohesiveness are evident and clear, providing a safe and structured environment for the child. One-to-one sessions for staff are regular, and staff benefit from research-informed practice and individual development in their professional practice. A consistent, confident team is developing; staff are positive and enjoy their role.

Staff speak with pride about the home and express pleasure in spending time with the child. Staff comment on the high support and training from managers. Staff also say that they are cared for and listened to by the manager and deputy manager. The manager would benefit from support and development from senior managers.

Team meetings are reflective and serve as a valuable forum for learning and professional development. To further enhance safeguarding awareness and practice, the team may benefit from opportunities to discuss safeguarding issues beyond the immediate context of the home. This could support a more holistic understanding and strengthen the team's safeguarding understanding.

The manager has systems in place to monitor the quality of care. This ensures good management oversight of how the child is being cared for. The child's development and progress are regularly communicated to external professionals such as social workers, who receive updates and reports. This supports the progression and achievement of the child's goals for the future.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that the content and outcomes of team meetings reflect discussion on safeguarding issues, allowing them to reflect on their practice and the needs and external risks of children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.4)
- The registered person should have systems in place so that all staff including the manager receive supervision of their practice and support from an appropriately qualified and experienced professional. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)
- The registered person should ensure that all children have access to appropriate advocacy support, and where possible, this should be provided by a person that the child chooses. Looked-after children are entitled to an independent advocate to advise them and ensure they have the support they need to express their views, wishes and feelings about their care and lives. ('Guide to the Children's Homes Regulations, including the quality standards', page 23, paragraph 4.16)
- The registered manager should ensure the home is a nurturing and supportive environment that meets the needs of their children. With particular reference for the internal decoration, soft furnishings and fittings to be fixed in a timely manner. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 2741731

Provision sub-type: Children's home

Registered provider: 24/7 Support UK Limited

Registered provider address: 81 Broadway, Peterborough PE1 4DA

Responsible individual: Nyasha Banhire

Registered manager: Sophie Williams

Inspector

Thirza Smith, Social Care Inspector

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