

2798449

24/7 Support UK Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home registered with Ofsted in August 2024 and is privately run.

It provides care for up to two children who experience social and emotional difficulties.

At the time of this visit, there were no children living at the home.

The registered manager left in August 2025.

Inspection date: 4 December 2025

This monitoring visit

At the full inspection on 12 August 2025, the home was judged as requires improvement to be good. Following a high number of concerning safeguarding notifications, the assurance visit was brought forward to 15 September 2025. At the assurance visit, serious and widespread concerns were identified, resulting in the registration of the home being suspended. Two compliance notices were served under regulation 12 (the protection of children standard) and regulation 13 (the leadership and management standard). At a monitoring visit on 6 November 2025, it was determined that the provider had made some progress. However, one of the compliance notices was unmet. A compliance notice under regulation 13 was served again. The registration remained suspended.

The purpose of this monitoring visit was to ensure that the organisation was complying with the suspension of the registration and to examine how leaders and managers had met the steps set out in the compliance notice.

Leaders and managers have worked diligently to ensure the compliance notice has been met. As a result, the suspension of the registration has been lifted.

Two investigations involving multi-agency safeguarding partners have now concluded. As part of these, the organisation commissioned a third-party individual

to carry out full investigations into each separate matter. One investigation involved the manager. Four out of five allegations have been substantiated, which has resulted in the manager being dismissed. Leaders have identified errors throughout the process, such as ensuring that information shared with safeguarding partners and Ofsted aligns with the reality of managing staff and how these differences can interfere with investigations. The organisation has devised strategies to minimise these errors from happening again.

A second matter involved several staff and a senior manager. The incident relating to this took place at a hospital where the child was being supported by staff from the home. The allegations against staff have been unsubstantiated. However, the allegation against the senior manager has been substantiated. This relates to the senior manager's understanding of restraint practice and ensuring open and transparent oversight of this incident. To strengthen oversight in this area, the organisation has commissioned a new restraint methodology. Staff have completed extensive training in this method. The restraint provider has been commissioned to offer a consultative overview of any restraints. This ensures that managers are supported by experts to enhance their knowledge and expectations of these incidents. Several records have been devised and adapted to support managers to have improved oversight of restraints. The effect of these responses will be better understood once a child is living at the home.

The investigation highlighted the need for restorative work to take place between staff and any child when needed. Leaders and managers have acknowledged this shortfall and have revised tools to ensure this work takes place if required. This helps to improve relationships between staff and children and provides opportunities for staff to model accountability to children.

Leaders and managers have ensured that thorough records of investigations are available. These include the names of staff involved, details of the immediate action taken and any lessons learned. This demonstrates open and transparent oversight of any safeguarding situations.

Though the child was not living at the home at the time of one of the incidents, staff from the home were deployed to work with the child. Some of the responses from staff during the incident have highlighted to managers that there is a need for staff to receive safeguarding training, specifically on how to respond to allegations. Leaders and managers have recognised that there have been further lapses in their understanding, including not identifying allegations and not reporting these to safeguarding partners. Leaders and managers have arranged training for themselves and staff to take place.

Staff who have not completed their diploma qualification within timescales have been removed from working at the home. They have been advised that if they do not complete their qualification by a certain date, they will be dismissed. This demonstrates that leaders and managers are taking these qualifications seriously.

There is currently no registered manager in post. The responsible individual is taking on this role for an interim period while the organisation recruits a permanent manager. The director will apply for the role of responsible individual. This ensures that suitable management arrangements are in place.

Throughout the period of suspension, leaders and managers have acknowledged the shortfalls. They have been determined to improve the service and to better equip themselves and the staff team with the knowledge and skills to work with children who have complex needs. Further work to meet the requirements is ongoing.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/08/2025	Full	Requires improvement to be good
28/01/2025	Full	Good

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person(s) must comply with the given timescales.

Requirement	Due date
Restraint in relation to a child is only permitted for the purpose of preventing— injury to any person (including the child); and serious damage to the property of any person (including the child). Restraint in relation to a child must be necessary and proportionate. (Regulation 20 (1)(a)(b)(2)) In particular, ensure that records provide clear details of the rationale for restraints. Where this rationale is not clear, managers must explore this and involve safeguarding partner This requirement is restated.	31 January 2026
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; In particular, the standard in paragraph (1) requires the registered person to ensure— that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a) (2)(b)) In particular, managers must ensure appropriate restorative work is carried out between staff and children following any concluded investigations into concerns raised by children. This requirement is restated.	31 January 2026
The quality and purpose of care standard is that children receive care from staff who—	31 January 2026

use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.

In particular, the standard in paragraph (1) requires the registered person to—

ensure that staff—

provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background;

help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult;

(Regulation 6 (1)(b)(2)(b)(iv)(vi))

In particular, ensure that the child has a plan to prepare them for independence.

Ensure appropriate daily plans are in place for the child to encourage them to take part in activities.

This requirement is restated.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2798449

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: Post vacant

Inspector

Hannah Phillips, Social Care Inspector

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