

2798449

Registered provider: 24/7 Support UK Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care for up to two children.

There were no children living at the home at the time of the monitoring visit.

There has been no registered manager since August 2025.

Inspection date: 6 November 2025

This monitoring visit

At the assurance inspection on 15 September 2025, Ofsted identified serious and widespread concerns. These were in respect of the protection of children and the leadership and management of the home. Two compliance notices were served. Due to the concerns, a notice to suspend the registration of the home was served.

This monitoring visit was to assess the action taken by the organisation to meet the steps set out in the compliance notices and to ensure compliance with the suspension notice. The inspector found continued failures in the leadership and management of the home. A further compliance notice has been served, and the registration remains suspended.

There continues to be a poor understanding of safeguarding matters. The manager is currently subject to an investigation. In a formal meeting, a recommendation was made to suspend the manager. At the monitoring visit, senior managers advised that the manager is on gardening leave. The manager has been taking part in meetings, and delivering training to staff. A risk assessment for this has been completed. However, it is unclear if safeguarding partners are aware of the manager's current working arrangements. There is no record of the actions that the organisation has taken in respect of the allegations. This limits investigations and prevents appropriate decisions from being made about incidents. Ofsted has shared this with the relevant safeguarding individuals.

Several staff are currently under investigation due to allegations regarding inappropriate restraint practice. A child made an allegation about a restraint carried out in hospital. The incident has been captured on body cameras worn by hospital security staff. These concerns were confirmed by the hospital safeguarding lead.

At the time of this visit, leaders were asked for records relating to the allegations the child had made. Leaders did not provide any records that detailed these allegations. Leaders did not provide any records that detailed if staff were suspended or if investigations were taking place. Due to this, it was not clear if staff attending training sessions were suspended and how this may impact any future investigation. This did not demonstrate effective oversight of safeguarding processes.

Multi-agency safeguarding meetings took place on 29 September 2025 and 29 October 2025. Minutes from these meetings highlight actions for the organisation. It is unclear if these actions have been addressed.

There is currently no manager in post. The senior managers are recruiting. However, currently there is no plan in place. This does not provide reassurance that safe and effective care can be provided to children.

Staff have received in-depth training on risk assessments. This has been linked to the child who was previously living at the home. Staff have been provided with information on individual risks and how staff felt at the time the child was living at the home. Several lessons have been identified from this period. It is not yet clear how this training has been assimilated into practice. However, the staff have been given opportunities to reflect and learn.

The premises are suitable for a child to live in. All maintenance work has been carried out. A risk assessment has been completed. This demonstrates to staff what hazards need to be identified and the actions to take. Discussions with staff have taken place to help them better understand their roles in health and safety.

Staff have been provided with training on health matters relating to the child who previously lived at the home. Following this, a template risk assessment was devised to show staff the level of information that is needed to ensure safety, should this health scenario be encountered again. A detailed template for a general health risk assessment is also in place to help staff understand the level of detail needed to provide appropriate health support to children.

Four staff remain out of timescales for completing their formal qualifications. They have been issued with written warnings and have now begun to engage with learning workshops.

Managers have ensured that relevant documents have been sent to Ofsted. The quality of care review and statement of purpose have been submitted. This enables Ofsted to have better oversight and understanding of the service.

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
*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. Regulation 13 (1)(b) (2)(a)(h) Ensure that leaders and managers are skilled at identifying safeguarding matters and that these are responded to effectively, involving safeguarding partners when required and that records are maintained and available, detailing the actions taken. This requirement is restated.	1 December 2025
Restraint in relation to a child is only permitted for the purpose of preventing— injury to any person (including the child); serious damage to the property of any person (including the child);	1 December 2025

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 and that where appropriate rationale is not made clear, that managers explore this and involve safeguarding partners.	
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 that 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 registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that— the individual has the appropriate experience, qualification and skills for the work that the individual is to perform. For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is—	31 January 2026

in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home. (Regulation 32 (1) (3)(b) (4)(a)(b) (5)(a)) This requirement is restated.	
The quality and purpose of care standard is that children receive care from staff who— 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.	31 January 2026

*These requirements are subject to a compliance notice.

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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