

2798449

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 registered with Ofsted in August 2024 and is privately run. It provides care for up to two children who experience social children with learning disabilities.

At the time of this inspection, one child was living at the home.

The registered manager left the home in August 2025.

Inspection dates: 12 and 13 August 2025

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	inadequate
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 28 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/01/2025	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Since the last inspection no other children have moved in or out of the home. The child spoke with the inspector and contributed to the inspection.

The child is supported and encouraged to make progress. However, a significant breach of confidentiality has damaged the child's relationships with staff and managers. The loss of trust has affected the child's willingness to accept support from the staff. The child feels unsafe at the home and as a result their progress has declined.

The child's relationships with staff and managers have deteriorated following a staff practice error. Since then, there has been no reparation work carried out. This has left the child feeling isolated and despondent. This was identified as an area for development at the previous inspection and the requirement has been restated.

Managers have not planned for the child's emerging independence. The child is not motivated or encouraged by staff to participate in learning essential life skills. The child's development and progress towards independence are not supported.

The home is not warm or welcoming. Areas of the home require maintenance and repair following damage. The general upkeep is poor. The child does not feel settled at the home and has packed their belongings in boxes. The child's bedroom has no furniture or storage facility and no personalised features. The child has moved their mattress into the living room, which has a broken sofa and no other furniture. There is no appropriate window covering for privacy. The home is not providing the child with any sense of permanence or belonging.

Staff understand the child's health needs. Appointments have been made with appropriate services, however, the staff have been unable to take the child and home's car is unreliable.. This has resulted in the child being discharged from the dental practice and not accessing the treatment required.

Managers and staff promote education. The child has a suitable education provision in place and is supported and encouraged by staff to attend. This strengthens the child's social and emotional growth.

The child participates in daily activities. Staff are keen to learn about activities that the child enjoys. They participate in these with them. This helps to build the child's self-esteem.

Staff know the child well and understand the child's communication needs. Staff are adaptable and responsive. Staff encourage the child to share their thoughts and feelings.

The child is supported to keep in touch and spend time with people who are important to them. Managers and staff have formed good relationships with the child's family members. This helps the child to maintain their sense of identity and to maintain meaningful relationships with the people who are important to them.

How well children and young people are helped and protected: requires improvement to be good

Staff have not been considerate or ensured confidentiality regarding highly sensitive personal information about the child. Two staff were overheard discussing the child by a child at another home. As a result, the child no longer trusts the staff. The child has asked to leave the home.

The child has made a complaint which has been investigated by the manager. The child was informed of the outcome. However, they were not reassured and did not have their feelings validated. They requested that an independent person review the complaint, which has not happened. The child does not feel heard.

The child has a deprivation of liberty order in place. The manager has not created a risk management plan to support staff's understanding of how to manage the high staff ratio required by the order when in the community. This resulted in the child being unsupervised while shopping and being able to purchase medication which they used to self-harm.

Staffing levels are appropriate, however, due to the declining emotional well-being of the child, the staff are physically tired. The escalation of some behaviours has meant that strategies that staff use are not always successful. The use of physical intervention has increased as a result. This has been necessary and proportionate. Following incidents of physical intervention, the manager conducts a debrief with the child and with the staff. During the debriefs, the child has made allegations about staff. The manager carries out investigations into staff practice and shares information with the child's local authority. This provides a consistent response to the child's concerns. Staff do not feel confident to manage the child's behaviour. Staff regularly call the police for support. The child lacks confidence in the staff's ability to keep them safe.

Staff attend a weekly reflective practice meeting facilitated by a psychologist. This ensures staff have consistent support and regular opportunities to learn.

There is a detailed location risk assessment. Staff are aware of the potential risks in the locality and know how to keep the child safe. Senior managers communicated with appropriate agencies when the child was concerned about an individual in the local area, which supported the child to feel safe.

The effectiveness of leaders and managers: inadequate

The management of the home is ineffective. The registered manager also managed a second home run by the same provider. She based herself at the other home and was not visible or accessible at this home. The staff did not have consistent leadership, guidance or essential daily support for decision-making and care planning.

The manager has not been well supported by senior leaders in the organisation. They have not received regular supervision sessions since the last inspection. There has been a breakdown in relationships between the manager and senior managers. This resulted in the manager being isolated in the day-to-day running of the home.

Staff do not feel confident in their roles. Staff require additional training to be able to meet the child's individual needs. The manager has identified specific training that would provide staff with the necessary knowledge and skills. However, arrangements have not been made for staff to have the required training. Some staff have not completed their diplomas within the required time frame.

The manager has not completed a review of the quality of care provided for children within the required time frame. Feedback from the child or the child's family has not been considered. This does not demonstrate the holistic analysis that is required for the development of care.

All serious incidents are notified to Ofsted. However, notifications are not always completed promptly. This does not allow the regulator to have sufficient and timely oversight.

The manager has not kept the statement of purpose for the home up to date. It includes inaccurate information, and some details have been omitted. This means that Ofsted does not hold correct information about the staff currently working at the home.

Staff supervision sessions are not consistent in quality. When staff have raised concerns in supervision, there has been no follow-up action. Staff do not feel listened to, that their concerns are validated or that they are supported by the manager.

The manager has failed to provide an induction plan for a member of staff in a senior role. The member of staff has not received the direction and continued guidance required to enable them to fulfil the duties of the role or to lead others.

The manager has a monitoring system in place, however, this is not kept up to date. Without up-to-date information, there is no accurate understanding of the areas that need to improve and develop or of any evolving safeguarding concerns.

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 within the given timescales.

Requirement	Due date
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.	7 October 2025
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child; regularly consult children, and seek their feedback, about the quality of the home's care; keep the children's guide and the home's complaints procedure under review and seek children's comments before revising either document. (Regulation 7 (1)(a) (2)(a)(iii)(iv)(c))	7 October 2025

In particular, communicate with the child regularly while a complaint is being processed.	
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1) (2)(a)(i)) In particular, the children's risk assessments should contain details of all identified risks for the children and strategies in place to minimise these.	7 October 2025
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; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;	7 October 2025

demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(f)(g)(ii)(h))	
The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b)) In particular, ensure that the information recorded in the statement of purpose is accurate and up to date.	7 October 2025
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— 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 (3)(b) (4)(a)(b) (5)(a))	7 October 2025

The quality and purpose of care standard is that children receive care from staff who— In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— 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; provide to children living in the home the physical necessities they need in order to live there comfortably; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (2)(b)(vi)(vii)(c)(i)(ii)) In particular, ensure that the child has a plan to prepare them for independence. Also, ensure that the home is maintained to a standard that is safe and provides a homely well-kept environment.	7 October 2025
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and	7 October 2025

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(b) (4)(a) (5))	
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Recommendation

- The registered person should ensure that they involve the local authority and other relevant persons whenever there is a serious concern about a child's welfare. They are also required by regulation 40 to notify placing authorities, Ofsted and other relevant persons about serious events. In particular, ensure Ofsted is informed without delay. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.4)

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: 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

Sarah Cooper, Social Care Inspector

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