

2798449

Registered provider: 24/7 Support UK Limited

Assurance 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 and emotional difficulties.

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

The registered manager left in August 2025. A new manager is in post. They have not applied to register with Ofsted.

Inspection date: 15 September 2025

Date of last inspection: 12 August 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We identified serious and widespread concerns in relation to the care and protection of children at this assurance inspection:

- The child's physical health needs are not being met.
- Staff do not have the right training to support the child's individual needs.
- The child's plans fail to inform staff who provided inconsistent responses to the child, at times leaving the child at risk of harm.
- The environment is not safe and there are evident hazards.
- Physical interventions were not appropriately reviewed to assess their proportionality.
- The manager's review of incidents did not identify safeguarding concerns.

This inspection was brought forward to address specific concerns received by Ofsted.

The child has a number of complex physical needs and emotional health challenges that can affect their safety and well-being. The child's plans do not provide enough direction for staff to support the child. Staff provide inconsistent responses to the child, which affect their safety.

The child uses specialist equipment to help meet their health needs. Only a small number of staff have had training in how to use the equipment. There are no instructions or information provided to staff about the equipment or how they can support the child to use it. Health professionals raised concerns to the local authority that poor staff practice could lead to the child getting an infection as the equipment was not being used effectively.

On two occasions, staff have used high-level physical interventions with the child. The rationale for these interventions is not proportionate, and there is no plan in place for when they should be used. Staff said that they have received training on how to use high-level physical intervention but there was no clear evidence of this in their training records. The child's views were not sought after these interventions. The manager has used language that is child blaming in the review of the incidents. She has also not assessed the proportionality of the intervention. This does not provide adequate safeguards for the child.

The environment is not safe or nurturing. There were multiple hazardous items seen around the house, such as paint and tools. This was discussed with managers on several occasions during the inspection; however, no immediate action was taken to

remove the hazards. The child's access to areas of the house was limited, and the house did not have a homely feel.

There are some concerns of child exploitation. Staff have not managed these incidents in an informed way. Staff did not prevent the child from going out to meet with unknown people despite having the ability to do so. The child is subject to a court order that allows doors at the home to be locked when necessary. Staff did not try to stop the child from leaving even in the middle of the night. This does not provide the child with reassurance that staff care about them and want to keep them safe.

The child has made allegations against two members of staff. These have been investigated. One member of staff remains off work, and one member of staff has returned to work. There has not been any restorative work between the child and staff member to promote positive relationships.

The manager has evaluated the incidents that have taken place. However, the evaluations focus heavily on the child's behaviour. The manager has failed to identify the issues with staff practice and the ongoing safeguarding concerns.

Leaders and managers did not advocate strongly enough to ensure that all aspects of care were suitable for the child and their needs were being met.

As a result of the serious and widespread concerns identified, the registration of the home has been suspended. Compliance notices have been served. Not all requirements from the last inspection were explored. These have been restated.

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 within the given timescales.

Requirement	Due date
*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; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(b)(d)) The registered person must ensure: that staff are skilled at recognising safeguarding matters;	31 October 2025

that risk assessments provide staff with clear strategies on how to support children when they exhibit unsafe behaviour; that managers and staff understand the requirements and expectations placed upon them in fulfilling risk assessments; that the premises are fit for purpose and all hazards are removed in a timely manner. This requirement is restated.	
*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— 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 have the experience, qualifications and skills to meet the needs of 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(b) (2)(a)(c)(f)(h)) Ensure that leaders and managers are skilled at identifying safeguarding matters and that these are responded to effectively, involving safeguarding partners when required. Ensure that staff receive crucial training, advocating for this where necessary, particularly for specialist areas such as medical health issues. Leaders and managers must ensure, through effective monitoring and oversight, that risk assessments provide clear instructions for staff to take.	31 October 2025

Ensure that leaders and managers identify when staff have not responded to risks in an appropriate way and that action is taken. This requirement is restated.	
The health and well-being standard is that— the health and well-being needs of children are met. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child’s relevant plans; understand and develop skills to promote the child’s well-being. (Regulation 10 (1)(a) (2)(a)(i)(ii)) Ensure that plans and risk assessments include clear instructions for staff on how to manage medical devices.	31 October 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). 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, managers explore this and involve safeguarding partners.	31 October 2025
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust.	31 October 2025

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.	
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. This requirement is restated.	31 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	31 October 2025

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)) 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; 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 (1)(b) (2)(b)(iv)(vi)(vii)(c)(i)(ii)) In particular, ensure that the child has a plan to prepare them for independence. Ensure that the home is maintained to a standard that is safe and provides a homely well-kept environment. Ensure appropriate daily plans are in place for the child to encourage them to take part in activities. Ensure that staff, leaders and managers understand the therapeutic model and embody this at all times.	31 October 2025

This requirement is restated.	
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. 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. 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)) This requirement is restated.	31 October 2025

*These requirements are subject to a compliance notice.

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

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025