

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 and emotional difficulties.

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

The manager registered with Ofsted when the home opened in August 2024.

Inspection dates: 28 and 29 January 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

At the time of this inspection, one child was living at the home and had been living there since the home opened. The child contributed to the inspection.

The child was welcomed to the home sensitively. A thorough moving-in plan considered the child's individual needs well. This allowed the child to settle into routines in the home at a comfortable pace.

Staff and managers understand the importance of education. Two suitable alternative education provisions are in place for the child. Although the child's attendance is variable, staff encourage improved attendance with incentives and praise. This has had an encouraging effect for the child.

Staff support the child's health needs. The child has received emergency medical attention when this has been necessary.

Staff understand the importance of the child's family relationships. Staff support the child to have regular time in the home and in the community with their family. This has provided the child with consistency and comfort.

The child has been encouraged to spend time with other children. Dinner in local restaurants, awards ceremonies and parties in the home have been held in collaboration with staff and children from another home in the organisation. These enjoyable events provide opportunities for the child to form new relationships.

Managers and staff have sought the child's views on the decor of the home and have decorated the child's bedroom to their taste. However, there are no window coverings at the front of the house and no furniture in the child's bedroom for them to store their clothes. This detracts from what is otherwise a homely environment.

The complaints policy is not yet effective. When the child has raised concerns, these have not been responded to by staff in a helpful way. The child said that they have not been spoken to or kept informed of any actions taken. This does not support the child to feel like they are being listened to.

Staff and managers do not provide regular opportunities for the child to provide feedback regarding the quality of care in the home. Therefore, the child's experiences may not be fully understood or considered by staff.

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

Staff promote positive behaviour. The child is offered financial incentives to be thoughtful and kind in their behaviour. Staff compile daily messages of praise, encouragement and celebration to the child. These have improved the child's self-esteem.

Staff have a good understanding of their roles and responsibilities to safeguard children. The child has been missing from the home on one occasion. Staff were vigilant and followed the agreed procedure. The child returned to the home independently. This shows that the child has a sense of belonging at the home.

Staff have spontaneous key-work discussions with the child. Thoughtful conversations take place to increase the child's understanding of their personal safety.

The staff act in accordance with the child's deprivation of liberty order. When physical restraint has been used, this has been necessary and proportionate. Staff use consistent and calming strategies to de-escalate the child's emotions. Records of restraint are clear, and all incidents are thoroughly reviewed by the manager.

On one occasion, the child raised concerns around a staff member's practice. Managers followed safeguarding procedures appropriately. However, following the concern being investigated, the staff member continued to work with the child. The lack of restorative work between the child and the staff member meant that the child felt that they had not been listened to.

Two fire doors require necessary maintenance. Two smoke detectors were found to be absent or damaged. This increases the risk to the child and staff in the event of a fire. At the time of the inspection, issues with the fire doors had been addressed. However, the issues with the smoke detectors are still ongoing.

The effectiveness of leaders and managers: good

The home is led by a suitably experienced and qualified registered manager. The manager is supported by a residential manager and other senior leaders in the organisation.

Staff receive good support in their role. They are provided with regular training and practice-related supervision. Supervision is an opportunity for staff to discuss children's experiences and progress and reflect on any incidents to identify any training and development needs.

The child's care plans and risk assessments are comprehensive. The child's records are updated frequently and provide clear guidance to staff on how to support the child. This ensures that staff provide consistent care.

When the child has made disclosures, managers have responded promptly and taken action to ensure that all concerns are appropriately investigated.

Managers have developed strong relationships with other professionals. A social worker said that communication with staff is effective and collaborative multi-agency working has been successful to safeguard the child and enable their progress.

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 that appropriate restorative work is carried out between staff and children, following any concluded investigations into concerns raised by children.	3 March 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))	3 March 2025

After consultation with the fire and rescue authority, the registered person must— take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children’s home. (Regulation 25 (1)(a))	3 March 2025
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Recommendation

- The registered person should ensure that the home is a nurturing and supportive environment that meets children’s needs. In particular, window coverings should provide adequate privacy, and children should have appropriate storage for their belongings. (‘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: 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: Lindsey Harris

Inspector

Sarah Cooper, Social Care Inspector

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