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# Complex Care Services

Independent Safeguarding & Operational Oversight for Complex & Specialist Care

Seeing What Others Miss™



## Complex Care Services



Complex care services support individuals with the most challenging health, behavioural and support needs. These are often people who have been failed by mainstream services, requiring specialist environments with the highest levels of risk and professional responsibility.

### Why Independent Oversight Matters

Complex care environments are inherently high-risk. The individuals supported often have limited ability to advocate for themselves. The services are expensive and specialist — but this does not always prevent harm. ORVIA provides the independent perspective that internal assurance cannot.

#### ORVIA's Role

ORVIA provides independent, reflective review of safeguarding practice, operational reality, culture, governance and care quality in complex care services settings. We help turn concern into clarity and evidence into action.

## Common Concerns

Concerns in complex care services settings often emerge gradually — through patterns, repeated incidents, environmental signals, or a sense that something is not quite right.

- Care becoming routine, restrictive or insufficiently personalised
- Incidents without adequate reflective review
- Cost driving placement decisions over quality
- Multi-agency communication breakdowns
- Staff in high-pressure environments without adequate support
- Governance not reflecting the complexity of need
- Families feeling powerless within commissioning systems
- Lack of progress towards positive outcomes
- Environmental concerns in specialist settings
- Safeguarding concerns spanning multiple agencies

## How ORVIA Can Help

ORVIA provides independent review of complex care — assessing safeguarding, operational reality, culture, governance, multi-agency coordination and lived experience.

## Services & Indicative Pricing

SERVICE	INDICATIVE FEE
<b>Clarity Review</b> — Early concern review	From £750
<b>Safeguarding Insight</b> — Structured concern review	From £1,500–£2,500
<b>Operational Reality</b> — Practice vs documentation	From £2,500–£5,000
<b>Culture Visibility</b> — Closed culture assessment	From £3,500–£7,500
<b>Board Assurance</b> — Governance and oversight	From £5,000–£10,000+

Indicative pricing only. Final fees confirmed after scoping. All fees exclude VAT.

## What ORVIA Helps Achieve



- Specialist understanding of complex care environments
- Independent assessment across high-risk settings
- Person-centred review focused on individual outcomes
- Culture identification in specialist environments
- Multi-agency coordination assessment
- Support for families navigating complex systems
- Evidence-led findings with risk-proportionate recommendations
- Governance assurance for commissioners and providers

### Our Process

#### 1 Initial Conversation

Understanding the concern, context and urgency.

#### 2 Scope Agreed

Clear, proportionate scope before any review begins.

#### 3 Evidence Gathering

Documentation, records and information gathered.

#### 4 Operational Review

Practice, culture and behaviour assessed against documentation.

#### 5 Reflection & Challenge

Findings challenged using the ORVIA Test.

#### 6 Report & Recommendations

Evidenced report with proportionate action plan.

*"ORVIA helps organisations see clearly before crisis forces them to."*

## Start a Conversation

If you have a concern, a question, or simply want to understand whether ORVIA can help — the first step is a safe, confidential conversation.

### Contact ORVIA

**Email:** [hello@orviahealthcare.co.uk](mailto:hello@orviahealthcare.co.uk)

**Phone:** 0114 399 8231

**WhatsApp:** 07988 305673

**Website:** [www.orviahealthcare.co.uk](http://www.orviahealthcare.co.uk)

### What Happens When You Contact ORVIA?

We listen. We agree whether ORVIA is the right fit. We define a clear scope. We review evidence, context, culture and operational reality. We provide findings, recommendations and next steps.

*"I built ORVIA because too much in care and safeguarding is judged by paperwork before it is understood through human reality."*

— **John McGill, Founder, ORVIA Healthcare**



### Important Notice

ORVIA resources are designed to support reflection, understanding and safer conversations. They are not a substitute for emergency support, statutory safeguarding action, legal advice, clinical advice, regulatory inspection or professional judgement. If someone is at immediate risk of harm, contact emergency services or the appropriate safeguarding authority.

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