
Dementia Units

Independent Safeguarding & Operational Oversight for Dementia Care

Seeing What Others Miss™



Dementia Units



Dementia care requires exceptional skill, patience, understanding and cultural commitment. People living with dementia are among the most vulnerable in any care setting — and the least able to advocate for themselves when things go wrong.

Why Independent Oversight Matters

Dementia units present unique safeguarding challenges. Residents may not be able to communicate distress, report poor practice or describe their lived experience. Behaviours that challenge may be misunderstood, medicated or managed through restriction rather than understanding.

ORVIA's Role

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

Common Concerns

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

- Use of sedation or medication to manage behaviour
- Restriction of movement, choice or social contact
- Staff who lack dementia-specific training
- Environment that feels clinical rather than supportive
- Lack of person-centred, life-story informed care
- Families feeling excluded from care decisions
- Communication barriers preventing residents from expressing needs
- Unexplained injuries, weight loss or changes in presentation
- High use of agency staff without adequate handover
- Concerns about dignity, respect and compassionate care

How ORVIA Can Help

ORVIA understands the complexities of dementia care. Our reviews assess not just compliance, but the genuine quality, culture and human reality of dementia units.

Services & Indicative Pricing

SERVICE	INDICATIVE FEE
Clarity Review — Early concern review	From £750
Safeguarding Insight — Structured concern review	From £1,500–£2,500
Operational Reality — Practice vs documentation	From £2,500–£5,000
Culture Visibility — Closed culture assessment	From £3,500–£7,500
Board Assurance — 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 dementia care challenges
- Independent assessment of culture, practice and environment
- Visibility into how residents actually experience their care
- Identification of restrictive practice or covert control
- Support for families whose loved one's voice is not heard
- Evidence-led findings with compassionate recommendations
- Governance assurance for commissioners and boards
- Cultural assessment using the Bird's-Eye Approach™

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

Phone: 0114 399 8231

WhatsApp: 07988 305673

Website: 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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