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# Domiciliary Care

Independent Safeguarding & Operational Oversight for Domiciliary Care

Seeing What Others Miss™



# Domiciliary Care



Domiciliary care services provide essential support in people's own homes — often behind closed doors, with limited visibility. The quality of care depends on individual practitioners, management oversight, communication systems and cultural norms that can be difficult to observe from outside.

## Why Independent Oversight Matters

In domiciliary care, concerns can remain hidden longer than in residential settings. Care is delivered in private homes, often by lone workers, with limited direct supervision. Documentation may not reflect reality. ORVIA helps make the invisible visible.

### ORVIA's Role

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

## Common Concerns

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

- Care quality varies depending on which carer visits
- Missed or shortened visits with no clear explanation
- Medication management concerns
- Communication gaps between carers, managers and families
- Staff turnover affecting continuity of care
- Safeguarding concerns raised but not visibly acted upon
- Care plans that do not reflect current needs
- Cultural drift towards task-focused rather than person-centred care
- Families feeling excluded from care decisions
- Concerns about lone working practices

## How ORVIA Can Help

ORVIA provides independent oversight of domiciliary care services — reviewing practice, documentation, culture, management oversight and safeguarding.

## 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



- Independent visibility into care quality and practice
- Evidence-tested understanding of safeguarding concerns
- Clarity on whether documentation matches operational reality
- Proportionate recommendations for improvement
- Support for families whose concerns are not being heard
- Governance assurance for commissioners and boards
- Cultural assessment to identify drift before crisis
- Structured action plans with accountability

### 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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