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# Family & Independent Reviews

Independent Support for Families Raising Safeguarding Concerns

Seeing What Others Miss™



## Family & Independent Reviews



When a family has concerns about the care, safety or treatment of a loved one, the experience is often overwhelming. Navigating complex systems, understanding rights, being heard and knowing what action to take can feel impossible.

### Why Independent Oversight Matters

Families are often the first to notice that something is wrong — but the last to be heard. Concerns may be dismissed, minimised or absorbed by complaints processes that do not lead to meaningful change. ORVIA helps families structure their concerns and access independent, evidence-led review.

#### ORVIA's Role

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

## Common Concerns

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

- A sense that something is wrong but difficulty evidencing it
- Concerns raised but not visibly acted upon
- Feeling excluded from care decisions or meetings
- Being told 'everything is fine' when it clearly is not
- Complaints processes that feel circular or unresolved
- Changes in a loved one's behaviour or condition
- Lack of transparency about incidents
- Difficulty understanding complex systems
- Feeling intimidated, dismissed or managed by providers
- Not knowing where to turn when statutory processes feel inadequate

## How ORVIA Can Help

ORVIA provides independent, structured support for families. We help you understand your concerns, gather evidence, navigate systems and access reflective, proportionate review.

## 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, structured support to understand and evidence concerns
- A safe first conversation with no commitment required
- Help navigating complex health and social care systems
- Evidence-led review by an experienced professional
- Clear, proportionate findings and recommendations
- A written report suitable for further action if needed
- Human-centred approach throughout
- Signposting to statutory bodies, legal support and advocacy

### 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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