
Mental Health Hospitals

Independent Safeguarding & Operational Oversight for Mental Health Settings

Seeing What Others Miss™



Mental Health Hospitals



Mental health hospitals serve patients experiencing acute distress, complex conditions and significant vulnerability. The quality of care, culture and governance has a direct impact on recovery, safety and human rights.

Why Independent Oversight Matters

Mental health inpatient settings have been the subject of repeated public concern — from Winterbourne View to Edenfield Centre. The patterns are often similar: closed cultures, normalised poor practice, defensive leadership and safeguarding systems that exist on paper but fail in reality.

ORVIA's Role

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

Common Concerns

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

- Patient safety incidents without adequate review
- Use of force, restraint or seclusion beyond therapeutic need
- Culture that minimises patient experience or concerns
- Families reporting difficulty accessing information
- Staff behaviour, language or attitude causing concern
- Ward environments that feel unsafe or punitive
- Lack of therapeutic activity or meaningful engagement
- Discharge delays or lack of care pathway clarity
- Medication management concerns
- Governance providing assurance without evidence

How ORVIA Can Help

ORVIA provides independent review of mental health settings — assessing safeguarding, culture, operational reality, patient experience, governance and the gap between policy and practice.

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



- Independent assessment of inpatient mental health environments
- Culture review using the Bird's-Eye Approach™
- Patient experience and human rights-focused analysis
- Evidence-led challenge to institutional normalisation
- Support for families navigating complex systems
- Governance assurance for boards and commissioners
- Practical recommendations for safer, more therapeutic care
- Identification of patterns across incidents and concerns

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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