



---

# ORVIA Healthcare

Human-Centred Safeguarding, Governance & Operational Oversight

Seeing What Others Miss™



# What ORVIA Is

ORVIA Healthcare is an independent safeguarding and operational oversight organisation. We help organisations, professionals and families understand risk, culture, care quality and operational reality through reflective, evidence-led review.



### Independent

We operate without institutional bias. Our findings are not shaped by the organisations we review.

### Reflective

Every finding is tested, challenged and considered before it is presented.

### Human-Centred

The person at the centre of every concern remains central to every review and recommendation.

### Evidence-Led

Our conclusions are grounded in evidence, not assumption. We show our working.

## What ORVIA Stands For

LETTER	PRINCIPLE
O	<b>Observation</b> — Seeing clearly. Noticing what others overlook.
R	<b>Reflection</b> — Pause to think. Challenging assumptions.
V	<b>Visibility</b> — Bringing hidden realities into view.
I	<b>Insight</b> — Turning information into meaningful understanding.
A	<b>Accountability</b> — Human responsibility above systems.

ORVIA is not a consultancy. It is not a regulator. It does not replace statutory, legal, clinical or regulatory bodies.

## The Gap Between Paperwork and Reality



Many organisations have policies, audits, care plans and governance meetings in place — and still miss what is actually happening in practice.

ORVIA closes that gap through independent, reflective oversight — testing documentation against operational reality.

### On Paper

Policies, audits, care plans, dashboards, governance minutes, compliance docs

### In Reality

Lived experience, staff culture, communication breakdowns, environmental risks, leadership blind spots

## Who ORVIA Supports

### Families

Concerns about care, safety or treatment of a loved one.

### Providers

Independent operational oversight and safeguarding review.

### Commissioners

Assurance on quality, safety and governance of services.

### Boards & Leaders

Independent governance and oversight assurance.

### Solicitors

Independent safeguarding analysis for legal proceedings.

### Managers

Reflective support, operational insight and structured learning.

# ORVIA Services

SERVICE	DESCRIPTION	INDICATIVE FEE
Clarity Review	Early concern and evidence review	From £750
Safeguarding Insight	Structured safeguarding concern review	From £1,500–£2,500
Operational Reality	Testing practice against documentation	From £2,500–£5,000
Culture Visibility	Closed-culture and drift risk review	From £3,500–£7,500
Board Assurance	Governance, oversight and assurance	From £5,000–£10,000+
Reflective Retainer	Ongoing safeguarding and leadership support	From £1,500/month
ORVIA Academy	Reflective learning sessions	From £750/session

Indicative pricing only. Final fees confirmed after scoping. All fees exclude VAT, travel and disbursements.

## From Concern to Clarity

- 1 Initial Conversation**  
 Understanding the concern, context and urgency.
- 2 Scope Agreed**  
 A clear, proportionate scope before any review begins.
- 3 Evidence Gathering**  
 Documentation, records and information gathered.
- 4 Operational Review**  
 Practice, environment, culture and behaviour assessed.
- 5 Reflection & Challenge**  
 Findings challenged using the ORVIA Test.
- 6 Report & Action**  
 Evidenced report with recommendations and action plan.



# Constitutional Principles

## 1. Human Reality Principle™

The person remains central to every review and recommendation.

## 2. Human Continuity Principle™

Continuity of care and accountability maintained throughout.

## 3. Founder Layer™

Founder-level accountability protects constitutional principles.

## 4. Board Test™

Every finding tested against what a reasonable board would expect.

## 5. No Yes-Men Principle™

Dissent is valued. Weak thinking is challenged.

## 6. Reflection Before Reaction™

No conclusion without structured reflection.

## 7. Accountability Without Fear™

Honest reporting without personal risk.

## 8. Seeing What Others Miss™

Pattern recognition across systems and gaps.

## The ORVIA Test

Observe → Review what else it could mean → Reach initial conclusion → Test that conclusion → Test the testing → Present a clearer, more balanced position.

## What Makes ORVIA Different

### BEFORE ORVIA

Concern without clarity

### AFTER ORVIA

Visibility and operational clarity

Paperwork masking reality	Evidence-tested findings
Defensive practice unchallenged	Reflective, proportionate recommendations
Safeguarding patterns hidden	Patterns identified and named
Governance lacking grip	Governance gaps surfaced and addressed
Drift before crisis	Priorities, actions and accountability

## 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.

© 2026 Orvia Healthcare Ltd. All rights reserved. Company No. 16123685. ICO Ref: ZC152311.