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# Secure Units

Independent Safeguarding & Operational Oversight for Secure Settings

Seeing What Others Miss™



## Secure Units



Secure units provide care for some of the most vulnerable and complex individuals in the system. The balance between safety, security, therapeutic purpose and human rights is delicate — and when it goes wrong, the consequences can be severe.

### Why Independent Oversight Matters

Secure environments carry inherent risks: power imbalances, restricted communication, limited external visibility and cultures that can normalise coercive practices. Independent oversight ensures safety does not come at the cost of dignity.

#### ORVIA's Role

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

## Common Concerns

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

- Use of restraint, seclusion or long-term segregation
- Allegations of abuse, harm or inappropriate conduct
- Culture that prioritises compliance over therapeutic progress
- Patients feeling unheard, unsafe or trapped
- Families unable to access information or influence care
- Incident patterns suggesting systemic failure
- Restrictive practices that appear disproportionate
- Staff culture that feels defensive, closed or punitive
- Lack of meaningful therapeutic activity
- Governance that does not provide genuine assurance

## How ORVIA Can Help

ORVIA provides independent, human-centred review of secure settings — assessing safeguarding, culture, restrictive interventions, governance and therapeutic purpose.

## 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 review of secure environments
- Assessment of restrictive practice and proportionality
- Culture and closed culture identification
- Human rights-informed approach to all findings
- Support for families raising concerns about detained relatives
- Governance assurance for commissioners and boards
- Evidence-led recommendations for safer environments
- Reflective challenge to institutional normalisation

### 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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