

Provider Reality Check: Five Signals

Five things to look at when internal assurance and lived experience disagree. None of these proves harm. Each one tells you where to look harder before someone else does.

- **1. The record is complete and the account is thin**
Documentation is fully signed and dated, but nobody can describe what actually happened on the day. Completeness of paperwork is not evidence of practice.
- **2. Concerns keep arriving through informal routes**
People raise things in corridors, exit interviews or anonymous notes rather than through the formal system. That pattern says something about the formal system.
- **3. The same names appear in unrelated concerns**
Individually, each matter closes. Read together, a shape appears. Assurance processes that review incidents one at a time will not see it.
- **4. Improvement actions close faster than reality changes**
Actions are marked complete without evidence that practice or experience shifted. Check who verified closure, and against what.
- **5. Families and staff describe a different service**
When those receiving care and those delivering it give accounts that cannot both be true, the divergence itself is the finding to investigate.

If two or more signals are present

Consider an independent view outside your usual assurance loop. ORVIA provides written findings with stated limitations, traceable to source material and accountable to a named human reviewer. It does not issue ratings and does not replace statutory safeguarding, regulatory or clinical functions.

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