

Ensuring Good Quality Resettlement Support and Pastoral Care for Refugee Nurses

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International Recruitment Programme



Key component of government's commitment of an additional 50k nurses.



NHSE/I and DHSC are working together to develop a sustainable and ethical IR delivery model that supports a step change in nursing IR across the NHS.



Trusts are increasing annual international recruitment to significantly reduce our nursing vacancies.



NHS Long-Term Plan ambitions, it is vital to continue to benefit from the thousands of highly committed overseas nurses who come to the NHS each year.

The Universal Support Offer

To improve and standardise the experience of recruits coming to the UK including a clear pastoral offer, we supporting trusts and organisations to implement the recommendations in the NHS Employers International Recruitment [toolkit](#).

- **Masterclasses** on international recruitment to ensure best practice is widely adopted and encourage collaboration
- **An online community** to encourage collaboration between Trusts and idea sharing
- A plethora of **resources** to support those delivering international recruitment
 - Pastoral care checklist
 - Organisational readiness assessment
 - Cultural awareness guide for line managers
- A voluntary **Pastoral Care Quality Award Scheme**, encouraging Trusts to raise the bar in onboarding, pastoral care and health and wellbeing for IR nurses
- Specialist advice to ensure nurses/midwives are supported
- An extensive **communications strategy**

IR Online Community

Recruitment Planning Forum	English Language Forum	OSCE Forum
Recruiting Forum	Pastoral & Induction Forum	Lead Recruiter Forum
A focus on International Recruitment	IR Toolkit	Good practice examples
IR events calendar	Covid-19 Guidance	Webinars
Points-based immigration system	COVID-19 has paused overseas travel, but as international routes begin to reopen, NHS organisations are restarting their international recruitment to support their COVID-19 recovery plans.	Code of Practice for IR
Hotel Quarantine Exemption for NHS Nurses	Library	IR Support Flyer

IR Resources Available

<p>PERSONALISED PASTORAL CARE FOR INTERNATIONAL RECRUITMENT DURING COVID-19 BIRMINGHAM HOSPITAL NHS FOUNDATION TRUST</p> <p>Overview</p> <p>Key benefits and outcomes</p> <ul style="list-style-type: none"> • Evidence for work which will help the recruitment and retention of an international recruitment strategy during COVID-19 • Develop an ongoing relationship to address individual agency issues and offer local support • An awareness of what is available to the individual and their own pastoral care needs being set and supported through their peers <p>What the organisation found</p> <p>The trust was looking to improve skills for the trust and the NHS COVID-19 response. The biggest challenge was to ensure that the trust was able to support the recruitment of international recruits during the COVID-19 pandemic. The trust has been successful in this regard. The trust has been successful in this regard. The trust has been successful in this regard.</p>	<p>INTERNATIONAL RECRUITMENT TOOLKIT</p> <p>An interactive guide to encourage and enable good practice in the NHS.</p>	<p>Information for international nurses during COVID-19</p> <p>Welcome to all our international nurses. You are part of the NHS workforce and we are delighted to have you as part of the NHS family.</p> <p>This document is a guide to help you understand the current situation in the NHS and the support we are offering to you. It covers the current situation in the NHS and the support we are offering to you. It covers the current situation in the NHS and the support we are offering to you.</p> <p>This is a very challenging time, and we recognise and thank you for your commitment and your contribution to keeping our patients safe.</p> <p>No matter what your background, no matter where you come from across the globe, thank you for all that you do.</p> <p>— Sue Hill, Chief Executive Officer for England</p>
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The online community and resources can be found on [Future NHS](#), if you have any issues joining please contact NHSI.workforce@nhs.net

Pastoral Checklist




Prior to arrival

- Welcome letter.
- Information pack, ie what to bring, clothing needed, adaptors, local area.
- Details about accommodation (subsidised or otherwise).
- Pre-employment arrangements; occupational health appointment, uniform / badge orders.

Arrival

- Meeting recruits at the airport.
- Welcome pack including essential groceries, bedding, kettle, etc.
- Information pack ie local area, utility companies, doctors, dentists, emergency contacts.
- Connecting recruits with local communities and existing staff networks i.e. WhatsApp groups.
- Greeting lunch / welcome dinner with previously recruited international recruits, ward managers and other clinical staff.
- Facilitating recruits to open a bank account, such as pre-booking their bank appointment.
- Support for registering with a GP
- Information on local transport options
- Facilitating the retrieval of the new recruits Biometric Residence Permit from the post office.
- Tour of the local town, including a visit to the supermarket, places of worship, bank, post office and attractions etc.
- Salary advance.

Induction and beyond

- Corporate and social induction, including additional support for overseas recruits.
 - Supported learning about UK and NHS culture and values.
 - Professional specific training and education eg OSCE programme.
 - Buddying and peer support arrangements, preferably with previously recruited overseas nurses.
 - Ongoing professional development, career planning.
 - Preceptorship or equivalent arrangements.
 - Introduction to health and wellbeing offers provided by the trust.
 - OSCE test date and travel organised.
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International Recruitment Toolkit

NHS Employers international recruitment toolkit encourages and enables **good practices and processes** for the recruitment of international staff across a wide range of professions.

This interactive toolkit brings together everything you need to plan or review your approach to international recruitment. It takes you through a process of planning, preparing, implementing and evaluating your activity.

The toolkit is available on the [NHS Employers website](#) and is updated on a quarterly basis.



International Nursing Associations

International Nursing Associations work to advance the pastoral and professional support, and health and wellbeing of international nurses in the NHS and supports the IR programme through providing data and insight that enables better understanding of the needs of international nurses and supports communities to be heard.

- Monthly International Nurse Association Diaspora Group (INAD) meetings.
- Launched an **online community** for INAD members to share best practice.
- Provided **coaching development** for INAD leaders via Florence Nightingale Foundation (FNF) scheme.
- 250 places for INAD leaders on **PNA training**.
- **FNF small grants programme**.



NNCAUK (Nigerian Nurses Charitable Association UK)
NAJ UK (Nurses Association of Jamaica UK)
BINA (British Indian Nurses Association)
GHM UK (Gambia Healthcare Matters UK)
UNMA-UK (Uganda Nurses Midwives Association)
CNMF (Commonwealth Nurses and Midwives Federation)
PNAUK (Philippine Nurses Association of United Kingdom)
FNA (Filipino Nurses Association United Kingdom)
MUNAA (Malawian-UK Nurses Association for Advancement)
Association Isabel Zenda: Association of Spanish Nurses and Health Workers working in the UK C.I.C
Hong Kong Nursing Association UK
ZINMA (Zimbabwean Midwives And Nurses Association)
Mauritian Nurses & Health Care Professionals UK
(CNMA UK) Caribbean Nurses & Midwives Association UK
(NNAUK) Nepalese Nursing Association UK
UUKMA (Union of UK Malayalee Associations)
KENMA-UK (Kenyan Nurses And Midwives Association UK)

Pastoral Care Quality Award Scheme



The Pastoral Care Quality Award Scheme aims to encourage organisations to develop a pastoral care programme which benchmarks, enhances and standardises the quality and delivery of pastoral care to internationally educated nurses and midwives (IENMs).



All NHS trusts will be invited to participate in the Pastoral Care Quality Award Scheme. The scheme is voluntary.



The Scheme has been developed through engagement with key stakeholders including IR Leads, Clinical Educators and Pastoral Care Leads. 45+ stakeholders participated in an initial roundtable and subsequent Task and Finish Group meetings.



The Scheme provides criteria for assessment of minimum standards in pastoral care with examples of evidence options. The judging process includes a representation from both regional and national NHSEI teams and a Diaspora representative



A pilot has been conducted and completed in December 2021.



The award is being launched on the 1st March 2022, followed by a spotlight information event on the 16th March 2022



Successful applications of the Pastoral Care Quality Award will receive a certificate and graphic logo for the Trusts to display. The award will be reviewed every 2 years to provide assurance that the pastoral support is maintained.

Refugee Programme

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Covid: Refugee nurses are being fast-tracked into the NHS

By Catrin Nye
BBC News

© 10 May



Refugee nurses are being fast-tracked into the NHS as part of a pioneering scheme in Liverpool. Those involved explain why the pandemic means it's vital the UK uses their medical experience.

Over the next few years the NHS needs to recruit tens of thousands of international nurses. So getting refugees, often not able to use their qualifications, working again was an "absolute no-brainer", according to Steven Colfar, director of nursing for the North West at NHS England and NHS Improvement.



Bespoke training to support refugees who are qualified as nurses in their home country to resume their nursing careers in the NHS in England.

Participants are supported to secure NHS employment, initially in healthcare support workers roles while they complete the process to become registered nurses in England.

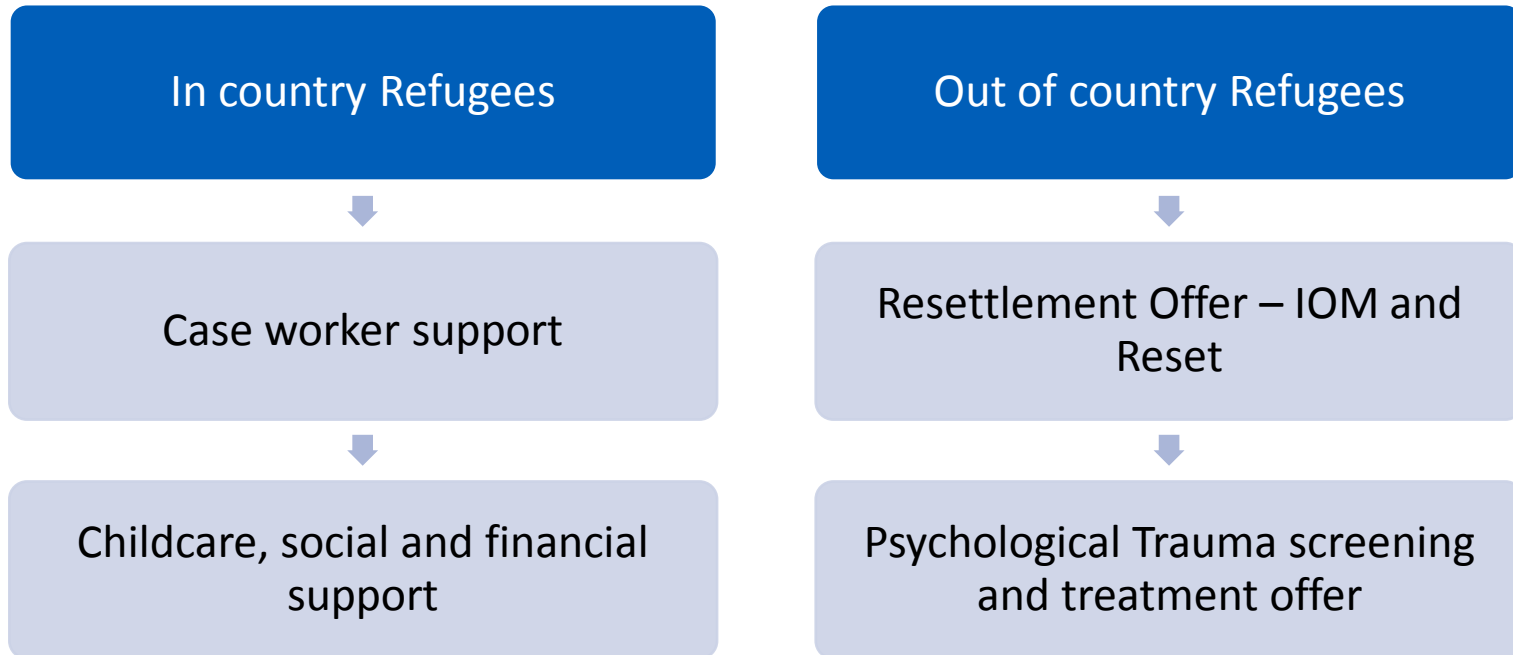
The first two cohorts of the NW pilot programme supported 34 refugee nurses already living in the UK.

The following three cohorts have brought over 100 nurses to the UK from camps in Lebanon and Jordan

The NW refugee pilot, in collaboration with RefuAid, Talent Beyond Boundaries and Liverpool John Moores University won **Gold** in the Global Good Awards 2021.



Enhanced Pastoral Support Package for refugees



Neighbours for Newcomers Scheme

Neighbour-led welcome packages

Candidates and their families will be offered 3 and 6 month neighbour-led welcome packages. In most cases the shorter period of support will be best suited for a single person arriving into work, and the longer period for a couple or family of newcomers.

The packages, provided by trained and supported volunteers will include:



Welcome to your new neighbourhood:
tour and introductions to services



'Knock for my neighbour' support:
when things are unclear or go wrong



Support for spouse/children:
registering at schools and in English classes



Additional options as agreed between the volunteer and candidate including:
airport pick-up, day trips, informal English practice, homework clubs etc



Access to services:
assistance in registering for healthcare, banks etc



Minimum of 5 volunteers per group:
Groups will be made up of at least 5 adults, with a named lead.

- Introduction to IOM and its work
- Global Context of Migration / Displacement
- Reasons for Displacement
- Conditions in the Region
- Communication and Cultural Considerations in the Workplace
- Benefits of Employment (to the Nurses + Organisations)
- Culture Shock / Cultural Adaptation
- Overview of Post-Arrival Orientation provided to Displaced Nurses prior to placement

Helpful Websites (Refugees)

- [International Organization for Migration | IOM, UN Migration](#)
- [Reset Communities and Refugees - The UK's Community Sponsorship Hub • Reset Communities and Refugees \(resetuk.org\)](#)
- [Neighbours for Newcomers - N4N](#)
- <https://www.gov.uk/government/publications/welcome-a-guide-for-new-refugees>
- [Talent Beyond Boundaries](#)
- [RefuAid](#)

Helpful Resources (general IR)



- NHS Employers, Recruitment of overseas nurses and midwives www.nhsemployers.org/articles/recruitment-overseas-nurses-and-midwives
- NHS Employers, risk assessment and induction www.nhsemployers.org/articles/risk-assessments-staff
- NHS Employers, Immigration rules and the points-based system www.nhsemployers.org/articles/new-points-based-immigration-system
- NHS Employers, Code of ethical practice www.nhsemployers.org/articles/code-practice-international-recruitment
- NMC, Pre-application checklist www.nmc.org.uk/registration/joining-the-register/register-nurse-midwife/trained-outside-uk/how-to-guide/check-ready/checklist-tool/
- Capital Nurse, International nurse recruitment best practice guide www.hee.nhs.uk/our-work/capitalnurse/overseas-nursing-recruitment
- Yeovil international nurse recruitment www.yeovilhospital.co.uk/jobs/international-nursing-overseas-recruitment/international-nursing-recruitment/
- Code of Practice for international recruitment <https://www.gov.uk/government/publications/code-of-practice-for-the-international-recruitment-of-health-and-social-care-personnel/code-of-practice-for-the-international-recruitment-of-health-and-social-care-personnel-in-england>
- International recruitment toolkit <https://www.nhsemployers.org/publications/international-recruitment-toolkit>
- Case Study <https://www.nhsemployers.org/case-studies/personalised-pastoral-care-international-recruitment-during-covid-19>
- IR Hub International Recruitment FutureNHS hub.
- IR Flyer <https://www.nhsemployers.org/articles/international-nurses-during-covid-19>
- QNI- International Community Nurse recruitment <https://www.qni.org.uk/nursing-in-the-community/international-recruitment-to-the-community/>
- NHS International Recruitment Page <https://www.england.nhs.uk/nursingmidwifery/international-recruitment/>