

International Recruitment in Community Nursing Conference

Friday 17th September 2021
10-4pm, via Zoom

#InternationalRecruitment



BACKGROUND

The QNI and NHS England and Improvement have created a new project to facilitate the international recruitment of Registered Nurses to community health services in England. This 1 day conference, entitled, 'International Recruitment in Community Nursing', took place on Friday 17 September via Zoom.

It featured community healthcare providers, experts by experience, and support organisations such as NHS Employers, for nurses who are new to working in the community in England, or who want to find out more about the opportunities available in this country.



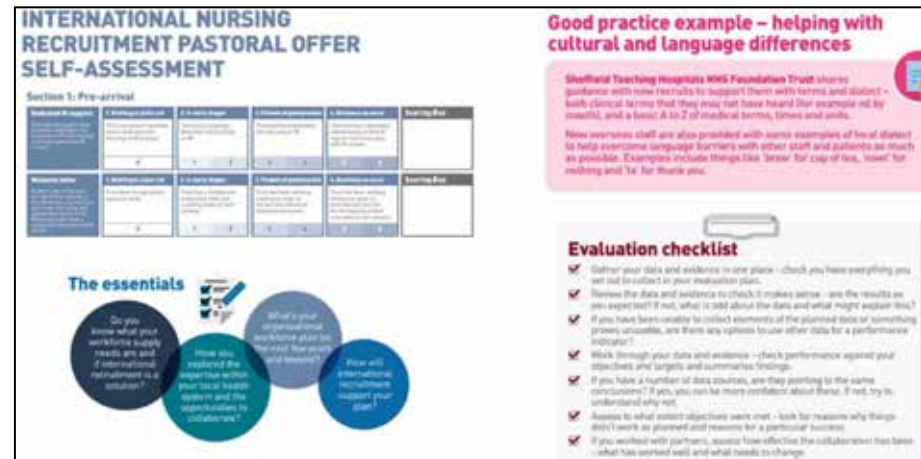
NHS Employers INTERNATIONAL RECRUITMENT TOOLKIT

Vicky Hage from @NHSEmployers:

- International Recruitment toolkit is a one stop shop signposting to lots of resources and checklists
- Toolkit is updated quarterly, new good practice, new tools and in the next updated version: a new Lead Recruiter checklist
- Large section on pastoral care and professional support, 'Making nurses feel supported and welcome is hugely important.'

View toolkit here:

<https://www.nhsemployers.org/publications/international-recruitment-toolkit>



INTERNATIONAL NURSING RECRUITMENT PASTORAL OFFER SELF-ASSESSMENT

Section 1: Pre-arrival

Statement	1 (Not at all)	2	3	4 (Completely)	Scoring Box
1. I have a clear understanding of the needs of international nurses and staff.					
2. I have a clear understanding of the needs of international nurses and staff.					
3. I have a clear understanding of the needs of international nurses and staff.					
4. I have a clear understanding of the needs of international nurses and staff.					
5. I have a clear understanding of the needs of international nurses and staff.					

The essentials

- Do you know what your workforce supply needs are and if international recruitment is a solution?
- Have you reached the right level within your local health system and the opportunities to collaborate?
- What is your current level of engagement with international recruitment and how can you improve it?
- Have you identified the right people to support your plan?

Good practice example – helping with cultural and language differences

Sheffield Teaching Hospitals NHS Foundation Trust shares guidance with new recruits to support them with terms and dialect – both (clinical terms that they may not have heard but examples not by mouth), and a basic A to Z of medical terms, times and units.

New overseas staff are also provided with some examples of how to start to help overcome language barriers with other staff and patients as much as possible. Examples include things like 'bless' for 'cup of tea', 'wow!' for 'nothing and I'd like to thank you'.

Evaluation checklist

- ✓ Gather your data and evidence in one place – check you have everything you set out in your evaluation plan.
- ✓ Review the data and evidence to check it makes sense – are the results as you expected? If not, what is still about the data and what might explain this?
- ✓ If you have been unable to collect elements of the planned data or something proves unfeasible, are there any options to use other data for a performance indicator?
- ✓ Work through your data and evidence – check performance against your objectives and targets and summarise findings.
- ✓ If you have a number of data sources, are they pointing to the same conclusions? If yes, you can be more confident about them. If not, try to understand why not.
- ✓ Assess to what extent objectives were met – look for reasons why things didn't work as planned and reasons for a particular success.
- ✓ If you worked with partners, assess how effective the collaboration has been – what has worked well and what needs to change.

THE INTERNATIONAL RECRUITMENT PROGRAMME

Duncan Burton from NHSE/I (@duncan_CNSE)

- Hugely important to have links to International Nursing Associations, 'International nurses have been part of the NHS since its inception.'
- Small grants exist for international nursing associations in England, see Florence Nightingale Foundation for details: <https://florence-nightingale-foundation.org.uk/small-grants-for-international-nursing-associations-in-england/>

International Nursing Associations 

- 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 scheme
- 250 places for INAD leaders on PNA training
- Windrush parallels webinar



NNCAUK (Nigerian Nurses Charitable Association UK)
BINA (British Indian Nurses Association)
NAJ UK (Nurses Association of Jamaica UK)
UNMA-UK (Uganda Nurses Midwives Association)
FNA (Filipino Nurses Association United Kingdom)
Malawian Nurses Association UK
Association Isabel Zenda: Association of Spanish Nurses and Health Workers working in the UK C.I.C
FNA (Filipino Nurses Association United Kingdom)
Caribbean Nurses and Midwives Association
Hong Kong Nurses Association
Zimbabwe Health UK Associations
Mauritian Nurses and Health Care Workers Association
Gambian Healthcare Matters Association
Nepalese Nurses Association
Kenyan Nurses and Midwives Association, UK
Nepalese Nurses Association

7 | Presentation title



FIVE BREAKOUT SESSIONS FROM THE PILOT SITES WITH Q&A:

Five breakout sessions from the pilot sites with Q&A:


- 1. SUPPORTING OSCE:** Objective Structured Clinical Examination (OSCE) for Internationally Recruited Registered nurses in community services: Zoe Rothwell, RN, International Recruitment Lead, Central London Community Healthcare NHS Trust
- 2. DRIVING IN THE UK:** How Solent have approached the challenge of driving for Internationally Recruited Registered nurses in community services: Lisa Lee, RN, Quality and Service Manager, Solent NHS Trust and Jill Young, RN, Head of Quality and Professions
- 3. INDUCTION:** How Norfolk and Waveney have approached the challenge of Induction for Internationally Recruited Registered Nurses in community services: Neil Fisher, International Nurse Recruitment Programme Lead, Norfolk and Waveney Health and Care Partnership
- 4. PASTORAL CARE OF RECRUITS:** How Gloucestershire have approached the challenge of pastoral care for Internationally Recruited Registered Nurses in community services: Hannah Williams, RN, DN, Deputy Director of Nursing and Quality, Deputy Director Infection Prevention and Control, Gloucestershire Health and Care NHS Foundation Trust (GHC)
- 5. ENGAGING IR NURSES IN COMMUNITY SETTINGS:** How Kent have approached the challenge of Engagement with Internationally Recruited Registered Nurses in community services: Nicola Rutter, Acting Head of HR Services, Kent Community Health NHS Foundation Trust (KCHFT)



1. Engaging IR Nurses in Community Settings

Nicola Rutter from Kent Community Health NHS Foundation Trust (@NHSKentCHFT)



- We included information on different clinicians the international recruited nurses would be working with, history on each community hospitals, information on career pathways, paid benefits and what the relocation offer was
- We created a weekly newsletter which enables us to have regular contact over the course of the 8 weeks from the point of offer to when the recruits arrive. This contact removes information overload and creates regular engagement and a sense of anticipation.





Kent Community Health
NHS Foundation Trust

Candidate information pack content

- Sets the scene – What the NHS offers
- Trust location
- Information about KCHFT
- Explains:
 - Community Services
- The role and career pathways



2. Supporting OSCE

Zoe Rothwell from Central London Community Healthcare NHS Trust (@CLCHNHSTrust)

- Expectation management of managers and team and nurses themselves is hugely important: time frames, roles and more!
- At the moment the OSCE is transitioning, if you're recruiting now, you have nurses on both sides of it.
- The new OSCE includes more assessments
- The rules for re-taking the exam have also changed, if a nurse fails a section for example, they only need to re-sit the element they failed not the whole test

OSCE Skills

The student will need to perform 2 of the following skills:

- Aseptic Non Touch Technique
- IM/SC injection
- Basic Life Support
- Removal of catheter
- CSU sample
- MSU/Urinalysis
- Peak flow
- Inhaled medication
- Fluid balance
- VIP/IV Flush
- PU Assessment/Braden Risk assessment
- NG Insertion

The student will need to perform 4 of the following skills:

- Original skills list +
- Blood glucose monitoring
- Pain assessment

The student will need to complete two written skills station:

Professional Values: Read a scenario and outline in bullet points what actions you would take using your knowledge of the NMC Code (2018).

Evidence based practice: Read a scenario and summary of research, identify main points, draw conclusions and make recommendations for practice.

3. Driving in the UK

Jill Young from @SolentRecruit:

- Identifying solutions to driving in the UK can include alternative ideas such as looking at public transport, bikes, electric scooters, 'We've had 100s of trips started up on bikes or electric scooters that we have made available.'

**How Solent have approached the
challenge of driving for Internationally
Recruited Registered nurses in
community services**

Lisa Lee, RN, Quality and Service Manager,
Solent NHS Trust and Jill Young, RN, Head of
Quality and Professions

4. Induction

Neil Fisher from Norfolk and Waveney Health and Care Partnership (@NHSNWCCG)

- 'Induction process is an important part of making internationally recruited nurses feel welcome, orientated and reassured
- Tech and access to friends and family during the quarantine period is a very important part of the welcome

Planning Your Induction: Top tips

- 1. Engagement is key** to planning a successful induction programme, so seeking the views of internationally trained staff, staff networks and other Trusts who are engaged in International Recruitment is really important.
- 2. Start the planning process early.** Being able to confirm with your international recruits their likely arrival date is a key part in their planning when relocating, so it's important to allow yourself enough time to plan and deliver any resources you need.
- 3. Create a regular format to discuss issues/plans.** Successful international recruitment projects involve a number of stakeholders: Finance, HR, Recruitment, Clinical Education, Estates/ Accommodation, Departmental Managers. Regular meetings help to encourage open dialogue about what needs to be done and who will lead on which aspect of the work. This is key when planning a detailed induction programme.

Key Partners to Involve

- Clinical Education team
- Human Resources
- Recruitment team
- Accommodation/ Estates team
- EDI Leads
- BMI network leads
- Local Community associations
- Existing internationally trained staff

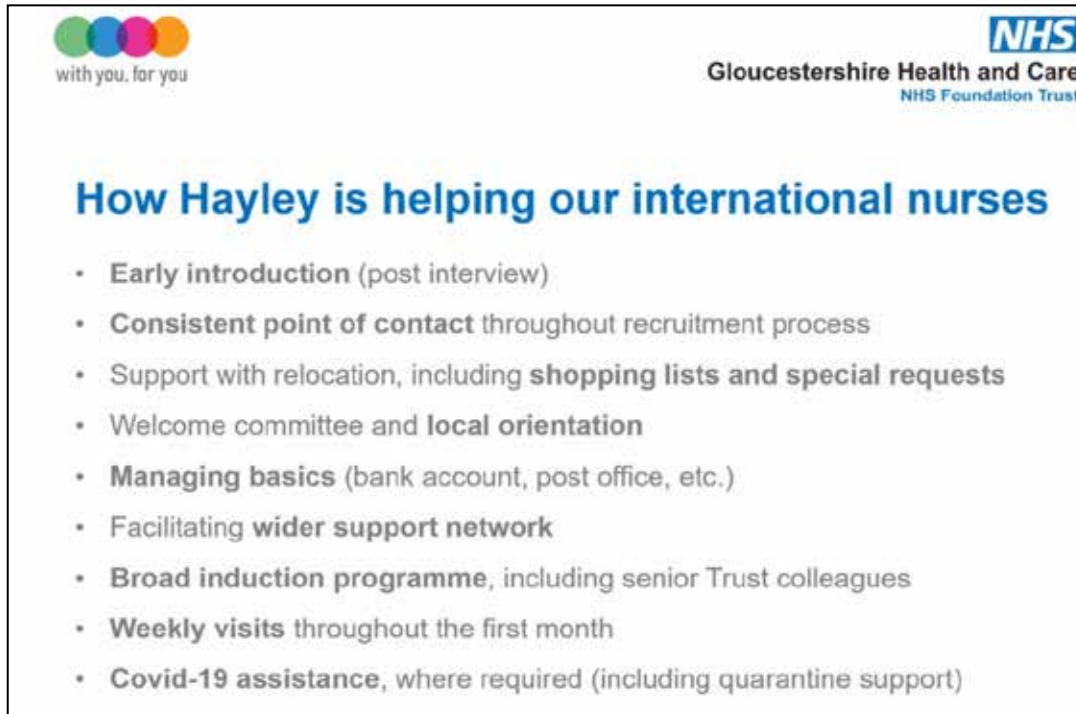
What should the induction for international nurses include?



5. Pastoral care of recruits

Hannah Williams from @GlosHealthNHS

- I believe our USP for International Recruitment is our pastoral care. We really want our nurses to have things that are familiar to them when they arrive. We want to know we understand what a massive life change this is.



The slide features the NHS logo and the text 'with you. for you' on the left, and 'Gloucestershire Health and Care NHS Foundation Trust' on the right. The main title is 'How Hayley is helping our international nurses'. Below the title is a bulleted list of support services.

- **Early introduction** (post interview)
- **Consistent point of contact** throughout recruitment process
- Support with relocation, including **shopping lists and special requests**
- Welcome committee and **local orientation**
- **Managing basics** (bank account, post office, etc.)
- Facilitating **wider support network**
- **Broad induction programme**, including senior Trust colleagues
- **Weekly visits** throughout the first month
- **Covid-19 assistance**, where required (including quarantine support)



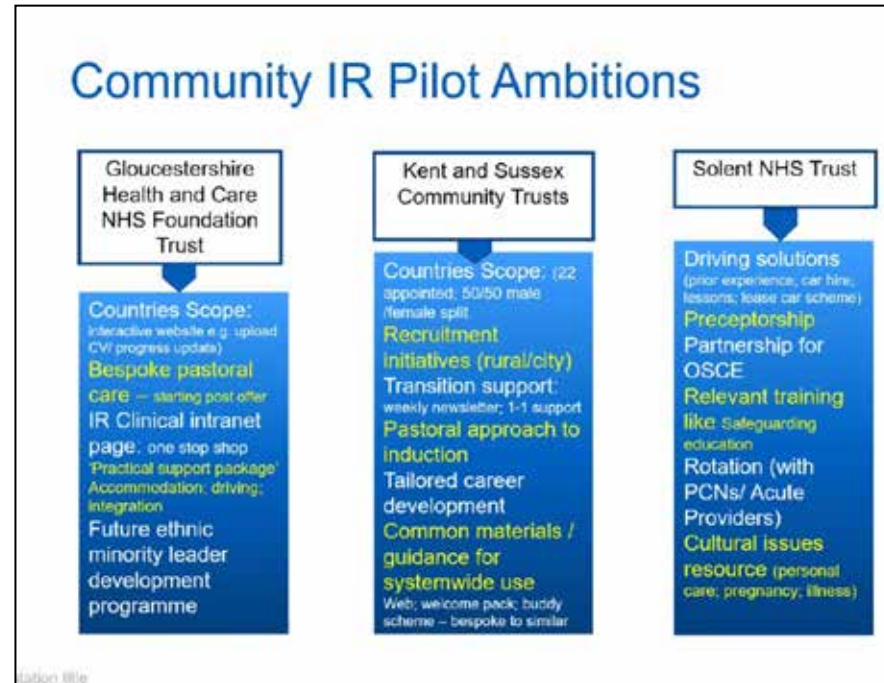
The slide has a title 'Elizabeth, our model mentor' in blue. Below the title is a bulleted list of characteristics of Elizabeth as a mentor.

- First class **clinical role model** on the ward, epitomising our Trust values
- Sounding board and 'go to' person for **advice and guidance** in the hospital
- Pastoral care and **practical support** outside the hospital
- Wider support to **help international families integrate** into our communities



The challenges for community organisations and pilot ambitions

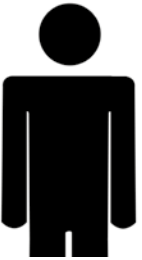
Esther Mwangi @NurseEstherM



EVENT STATISTICS



160 delegates



29 delegates per break out session



231 likes

81 retweets



COMMENTS

The comments below are a selection from delegates.

'Thank you.
Brilliant event as
always'

'Outstanding
as always - very
professionally
organised.'

'AN
AMAZING DAY,
THANK YOU!'

'Thanks to everyone
who contributed to this
teaching. I am grateful to
be part of this wonderful
experience.'

'Thank you to all the
organisers. This event
has been really
informative. Looking
forward to join the NHS
soon.'

'Many thanks to you all for your
hard work and enthusiasm in
creating such an informative day'



THANK YOU to all our speakers and delegates!



Left: Saying thank you with sign language

#InternationalRecruitment



PLEASE VISIT the International Recruitment pages on the QNI website for resources, information, stories, experience and knowledge for Internationally Recruited Nurses who are working or wish to work in the community in England:

<https://www.qni.org.uk/nursing-in-the-community/international-recruitment-to-the-community/>

