International nursing recruitment pastoral offer self-assessment

# How to guide

When considering internationally recruited nurses it is imperative to make sure your pastoral offer is exceptional and allows new recruits to feel welcomed and at home in both their new country and organisation.

NHS England have developed an easy-to-use pastoral self-assessment tool which will allow you to assess where your current pastoral offer currently sits against the gold standard and should be used in conjunction with this toolkit.

This self-assessment tool is laid out across the next few pages of this toolkit.

# Scoring

When assessing your offer against the scale, you will need to consider which square you fit in but also what score you would give yourself. Please note down your score for each section in the scoring box to the left to find your total score calculated in the scale section.

This self-assessment is adaptable to support midwives and other similar roles.

# Section 1: Pre-arrival

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|  | **Nothing in place yet**Score 0 | **In early stages**Score 1 - 2 | **Pockets of good practice**Score 3 - 4 | **Business as usual**Score 5 - 6 | **Score** |
| **Dedicated IR support**The trust has a part-time/full-time dedicated role focusing on IR with regular communication with IR nurses. | The trust doesn’t currently have a dedicated role focusing on IR in place. | The trust is scoping a dedicated role focusing on IR. | The trust has a dedicated role focusing on IR. | The trust has a dedicatedrole focusing on IR with regular communicationwith IR nurses. |  |
| **Welcome letter**A letter sent to the new recruit before arriving in the UK to help set the tone and make the nurse feel appreciated by the trust. Where possible have a named person and contact details. | Trust does not yet send a welcome letter. | Trust has a template for a welcome letter and is getting ready to start sending. | Trust has been sending a welcome letter to the last few cohorts of international nurses. | Trust has been sending a welcome letter to international recruits for the majority of their international recruitment. |  |
| **Information pack**A pack containing: reminder of important documents, itinerary of first 3 days or more, information on accommodation, clinical area contact details, specific on finances, information on pension, NI and tax, details on unions, key contacts, OSCE prep and induction schedule, local area facilities, local travel options, cost of living in the UK, maternity benefits and rights, take home pay after stoppages, reasonable adjustments. | Trust does not yet send an information pack and only has some of the various pieces of information confirmed. | Trust has collated necessary information for international nurses and have just started sending out the pack. | Trust has confirmed information list for international recruits and the last few cohorts have received packs. | Trust has confirmed information list for international recruits and the last few cohorts have received packs. |  |

# Section 2: Arrival

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|  | **Nothing in place yet**Score 0 | **In early stages**Score 1 - 2 | **Pockets of good practice**Score 3 – 4 | **Business as usual**Score 5 - 6 | **Score** |
| **Airport pick up**Arranged to meet overseas nurses at the airport to take them to their organised accommodation. | Trust does not yet have a coordinated effort to pick up international nurses at the airport. | Trust has just started a coordinated effort to pick up international nurses at the airport and take them to accommodation. | Trust has a coordinated effort to pick up international nurses from the airport and take them to their accommodation and has done so for the past few cohorts. | Trust has a cemented effort to pick up international nurses at the airport and has done so for the majority of their recruits. |  |
| **Welcome pack**A welcome pack ready for new recruits e.g: groceries, bedding, toilet paper, kitchenware (crockery, kettle), pre-paid travel card, UK sim card. Information on where to buy foods from home country. | Trust does not yet have a plan for welcome packs for newly recruited international nurses. | The trust has started planning and approving a welcome pack for international nurses. | The trust has a confirmed welcome pack for international nurses and a few cohorts have received the pack. | The trust has an approved welcome pack and has asked for feedback on the contents by previous international nurses who had received the pack. |  |
| **Nursing Associations and local communities**Connecting the new recruit with local communities, staff networks, religious and cultural groups and relevant international nursing association. Some trusts have utilised WhatsApp and closed Facebook groups. | The trust does not yet connect newly recruited international nurses with local communities and staff networks. | The trust has just started to develop local relationships and connect staff locally and through staff networks. | The trust has developed relationships with the majority of local communities and has started to connect new recruits and has ways of connect recruits with staff networks. | The trust has developed relationship with local communities and is easily able to connect new recruits, and has avenues to connect with staff networks e.g. WhatsApp, Facebook, etc. |  |
| **Greeting lunch or dinner**Organising a greeting lunch or welcome dinner with previous recruited IENs, ward managers and other clinical staff. | The trust does not yet host a greeting lunch or welcome dinner. | The trust has started to do greeting lunches or welcome dinners and has begun to organise who should be present. | The trust has an organised greeting lunch or welcome dinner with representatives from international nurses, ward managers and others. | The trust has been hosting welcome dinners or greeting lunches for the majority of its international nurses and has IENs, ward managers and clinical staff present. |  |
| **Local transport**Information on different local transport options with examples of what might work best for the international recruit. | The trust does not yet provide clear local transport options. | The trust has started to provide clear local transport options. | The trust has a set method of providing local transport options. | The trust has an approved method of providing local transport option to new recruits with the majority of new nurses receiving the information. |  |
| **Bank account**Assisting the international nurse with opening a bank account. Some examples are pre-booking the bank appointment or organising for bank representatives to come into the trust to help set up accounts. | The trust currently does not assist the new international nurse with opening a bank account. | The trust has started to assist with opening a bank account and is looking at pre-booking appointments. | The trust has been helping to assist new international nurses with opening a bank account via bookings or through a newly developed relationship with a bank. | The trust has an approved process for assisting new recruits with opening a bank account and has developed a relationship with a local bank. |  |
| **Tour of local area**Tour of the local area including supermarkets, places of worship, banks, post office and local attractions. | The trust does not currently provide a tour of the local area. | The trust has started to gather information on places that would be relevant for a tour. | The trust has started to provide a tour of the local area and are gathering information on other helpful places to show. | The trust has a confirmed route of places on their your and have given the tour to the majority of their international nurses. |  |
| **GP**Supporting the new recruitto register with a local GP. | The trust does not currently provide support to register with a local GP. | The trust has started to organise support in registering with a local GP. | The trust has begun supporting new recruits with their local GP registrations and has done so for the past few cohorts of international nurses. | The trust supports new recruits with their local GP registrations and has done so for the majority of their international nurses. |  |
| **Salary advice**Provide advice on salary, information on employment contract, and informationon a salary advance (if you have agreed a salary advance). | The trust does not currently provide salary advice to international nurses. | The trust has started to prepare information to best provide salary advice to international nurses. | The trust has an organised set of information to provide new international recruits regarding salary. | The trust has an organised set of information to provide new international recruits regarding salary and has provided it to the majority of their international nurses. |  |

# Section 3: Induction and NMC registration

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|   | **Nothing in place yet**Score 0  | **In early stages**Score 1 - 2 | **Pockets of good practice**Score 3 - 4 | **Business as usual**Score 5 – 6 | **Score** |
| **Induction**The trust provides a corporate induction that includes how to report a risk, safeguarding procedures, infection control policies, and procedures which include additional support to overseas nurses. | The trust does not run a corporate induction with additional support for international nurses. | The trust has scoped what additional support they can provide to international nurses and has started to implement it into the corporate induction. | The trust currently has additional support implemented into their corporate induction and the past few cohorts of international nurses have attended. | The trust has an approved corporate induction with additional support for international nurses and the majority of international recruits have attended. |  |
| **Health and wellbeing**An introduction to the health and wellbeing offers provided by the trust and associated OH assessment or risk assessment. | The trust does not provide international nurses information on the trusts’ health and wellbeing offers. | The trust has begun to organise the sharing of health and wellbeing information. | The trust currently shares health and wellbeing offers and has done so with the last few cohorts of international nurses. | The trust currently shares health and wellbeing offers and has done so with the majority of international nurses. |  |
| **UK and NHS culture**The trust provides supported learning about the UK and NHS culture. | The trust does not currently provide supported learning on the UK and NHS culture. | The trust has begun to scope what supported learning on the UK and NHS culture would be. | The trust has confirmed and begun supported learning on the UK and NHS culture with the last few cohorts of international nurses taking part. | The trust has confirmed and begun supported learning on the UK and NHS culture with the majority of international nurses taking part. |  |
| **OSCE preparation**The trust has organised and prepared for the OSCE preparation programme. | The trust doesn’t have a set OSCE preparation programme in place. | The trust has started scoping what a set OSCE preparation programme will look like. | The trust has a confirmed OSCE preparation programme and for past few IR cohorts each nurse has been booked in and through the programme. | The trust has a confirmed OSCE preparation programme and for past IR cohorts each nurse has been booked in and through the programme. |  |
| **Buddying and peer support**Buddying and peer support arrangements made with previously recruitedoverseas nurses, preferably same nationality. | The trust doesn’t currently have a buddying or peer support arrangement in place. | The trust is scoping a buddying or peer support arrangement and preparing implementation. | The trust has a buddying or peer support arrangement implemented and the past few cohorts of international nurses have taken part. | The trust has a buddying or peer support arrangement implemented and the majority of international nurses have taken part. |  |
| **OSCE test date and travel**OSCE test date confirmed and travel to OSCE test centre organised. | The trust doesn’t currently organise OSCE test dates or travel for nurses. | The trust is organising the process of confirming OSCE test dates and travel for nurses. | The trust has a process for booking and confirming OSCE test dates and travel for international nurses. | The trust has a process for booking and confirming OSCE test dates and travel for international nurses with the majority of nurses being booked. |  |
| **Preceptorship**Preceptorship programme once NMC registered with an extension of clinical supervision.Until NMC registered nurses are employed as HCSWs and given appropriate duties for that role. Provide IR nurses with identification the are new to the ward, managing expectations of responsibility. | The trust doesn’t currently have a preceptorship programme in place for international nurses. | The trust is currently scoping what a preceptorship programme will look like and organising to implement it. | The trust currently has a preceptorship programme in place with the last few cohorts of international nurses taking part. | The trust currently has a preceptorship programme in place with the majority of international nurses taking part. |  |
| **Ongoing professional development**Provision of ongoing professional development and clear career planning. | The trust doesn’t currently provide professional development or career planning. | The trust is currently scoping and getting ready to implement professional development. | The trust provides ongoing professional development and a clear career plan and the last few cohorts of international nurses have had access. | The trust provides ongoing professional development and a clear career plan and the majority of international nurses have had access. |  |

# Scoring

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| **Scale** | Your trust is currently lacking in pastoral support for your international nurses. | Your trust has started to consider ways of supporting international nurses, however more can be done. | Your trust is doing well in its support for international nurses. Review and consistent implementation of processes will continue to improve your pastoral offer. | Your trust’s international nurse pastoral offer is well implemented and consistent revision and approach will continue to keep you ahead of the curve. |
| **Score** | 0 | 1-2 | 3-4 | 5-6 |