

LANCASHIRE AND SOUTH CUMBRIA NHS PROFESSIONALS INTERNATIONAL CASE STUDY

International team helps Lancashire and South Cumbria NHS Foundation Trust solve mental health nurse challenge

- ✓ 78 Candidates placed to date
- ✓ 100% OSCE pass rate
- ✓ 60 Candidates on track for the second half of 2023

The Situation

NHS Professionals International forged a new partnership with Lancashire and South Cumbria NHS Foundation Trust to support their Registered Mental Health Nurse needs. Due to geography, the Trust faced a significant challenge when it came to sourcing this workforce. As a result, this led to Lancashire and South Cumbria to become the first Trust to recruit international Registered Mental Health Nurses at scale.



The Solution

The Trust asked NHS Professionals International to launch an attraction campaign and gained a high level of interest from candidates, resulting in over 200 offers being made with a high interview-to-offer success rate. NHS Professionals International and the Trust worked to make sure plans were in place for the candidates' arrival, and there was capacity to provide comprehensive support, including a 'buddy' system. To speed up the processing time for the English language test, NHS Professionals International went out to tender on behalf of the Trust for a new English language test provider, resulting in significantly improved onboarding timescales.

NHS Professionals International offered comprehensive pastoral support; all nurses had access to a 24/7 helpline so they could contact the team if they had any issues. The team also made sure nurses arriving during COVID-19 restrictions had essential food shopping organised the day before they arrived, and their hotels were pre-booked. Providing this extra level of pastoral care not only freed up the Trust's time, but made candidates feel supported, valued and acclimatised, all the while filling the gap in the clinical workforce.

A key success factor was the ability to keep candidates engaged throughout the application process. This 'pre-pastoral' care took the form of keeping in touch with international candidates on a call once a month during their application and before their arrival into the UK. The NHS Professionals International team were on

“ Working with NHS Professionals International has been a positive experience. We have experienced the benefit of having a consistent intake of high-quality international mental health nurses to assist with our increase in demand in a challenging geography. The NHS Professionals International mental health nurses have made a meaningful difference at the Trust, ensuring safe staffing levels and contributing to improved patient outcomes. ”

Shamine Hall

Head of People – Senior Nurse Manager
at Lancashire and South Cumbria
NHS Foundation Trust

hand to understand any of their difficulties with the documentation or English language test and help guide them through the process. This allowed us to anticipate any barriers the candidates were facing and respond to them quickly. We also collaborated with the English language test provider, including them on the monthly call with the candidates to directly answer any of their queries about their test.

The Outcome

This pre-pastoral care approach has helped the Trust to retain its new intake of international mental health nurses, all of whom have achieved a 100% OSCE pass rate. NHS Professionals International have maintained a healthy stream of mental health international nurses for the Trust with 78 placed at the Trust to date and over 60 expected for the remainder of 2023. As a result, any candidate withdrawals that have occurred pre-arrival have not impacted our overall volume since taking this recruitment campaign live. The Trust has praised the overall quality of our candidates and also their ability to integrate into the Trust and local community.

