

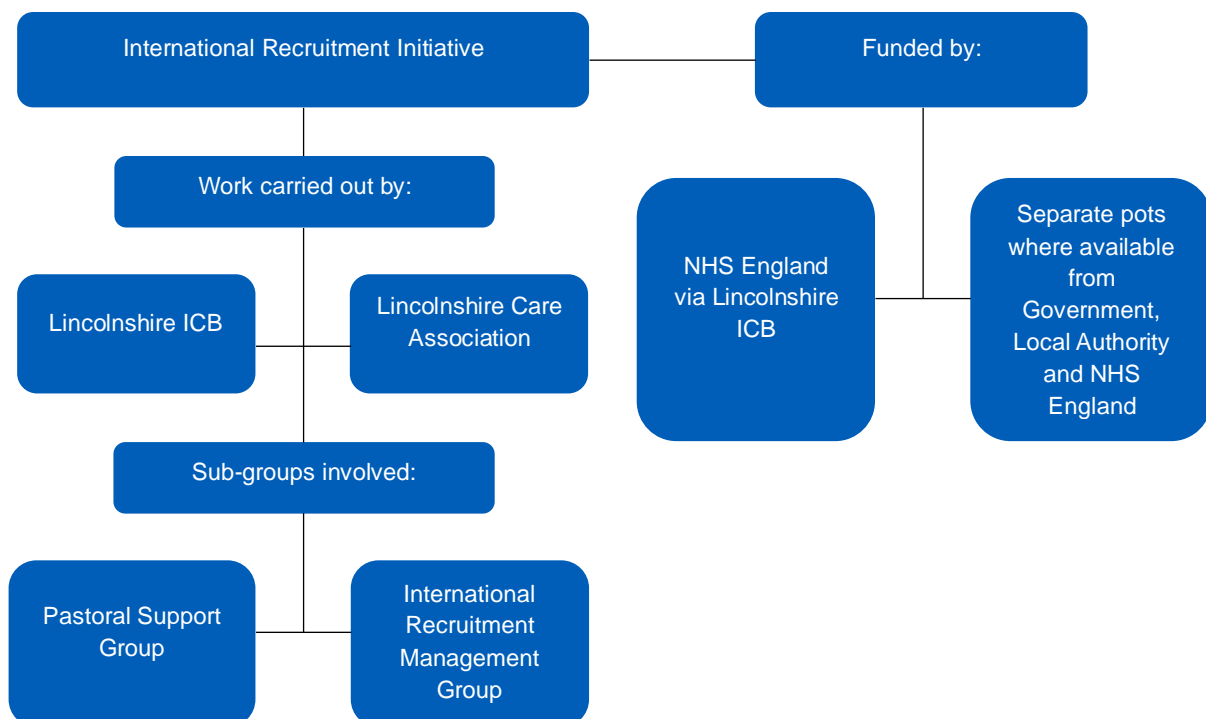
Pastoral Support for Health and Social Care Workers Recruited from Overseas in Lincolnshire

The ICB System Retention task and finish group in Lincolnshire have spearheaded a programme of work supporting pastoral care for international recruits across health and social care in Lincolnshire. They have developed a dedicated guide on the [Lincolnshire One Workforce webpage](#) for all health and social care staff to become familiar with Lincolnshire, and act as pastoral support resource.

The ICB has funded the One Workforce website as well as all the resources hosted on there, and it went live in January 2024.

This case study

- is based on insights from Nat Riley, Skills for Care Locality Manager, and Vicki Lightfoot, System Retention Lead.



How did the international recruitment initiative develop?

The 2023/24 Lincolnshire System Retention Plan identified pastoral support for international recruits as a key area for development. The delivery team recognised that this aligns with, and was important to, the work of care providers and supported the work of the Lincolnshire Care Association, so they ensured this work programme was devised and delivered in a partnership where possible.

Government funding for international recruitment and retention was made available to the social care system across Lincolnshire in April/May 2023. This coincided with the ICB's establishment of a local network for supporting international recruits. This brought all

pastoral support leads from across Health and Social Care into one group, chaired by an ICS retention lead.

This network allows people to share good practice and recognise where initiatives could be aligned or enhanced by working together. It also enables more work to be proactively completed at system level (rather than locally), to avoid duplication. Effective resources that were already in use in some parts of the system were repurposed and shared widely through the central *One Workforce* website. It was also expanded to include specific information and guidance for international recruits.

The Pastoral Support Group Chair also sat on the social care local International Recruitment (IR) management group where they could review grant applications being made to access additional funds for social care IR recruitment. This provided first-hand insight into the specific support and issues being experienced in social care, informing the system-level work already underway.

Since its launch, the system group has evolved and now meets monthly. This ensures consistent communication across the system and the opportunity to rapidly share best practice, and identify and respond to emerging trends.

All resources created by the group seek to be as inclusive as possible. This applies to all international recruits irrespective of their job role, or employer.

Practical guides and resources have been created to help international recruits understand the local culture, dialect, pronunciation, food, and the wider cultural differences between their home country and the UK.

Given the rurality of the county, and the wide range of settings in which international recruits may be employed, group members have worked together to link recruits to one another for additional peer support and social connection.

The impact of the initiative for social care workers new to Lincolnshire

Since the group's website launched, they have received very positive feedback from staff across the area, who found all the information useful and supportive. The website page has been visited over 250 times with all pastoral teams now including the link in their communications.

Next steps

International recruitment will keep developing and evolving as a priority area. The team in Lincolnshire will continue their monthly group linking health and social care employers together and continue building on the feedback gained at that group. They have been asked to create further cultural posters for groups of staff not yet represented.

They are proactively seeking feedback from international recruits who have moved into Lincolnshire health and social care roles to identify further areas for development.

“It’s clear that the ICB is making a real effort to include adult social care in their retention approach. They have been really welcoming and said ‘we know you’re the experts’ and really worked with us to become more integrated as a system.”

- Nat Riley, Skills for Care