

INTERNATIONAL RECRUITMENT AMBASSADORS

Providing pastoral support IEN to IEN*

*Internationally Educated Nurses

What was the issue?

- IENs typically struggled with settling into not only the new clinical environment but with cultural adaptation, including our colloquialisms and abbreviations
- Navigating the UK housing and school system was a particular challenge that they faced
- Team often contacted by IENs looking for pastoral support as they didn't know where else to turn
- A lack of community amongst the IENs, feelings of isolation

The feedback:

- Recently evaluation of the programme with original ambassadors, those who have gone through the programme and now support a new colleague and those newer to NHS Grampian who are still finding their feet.

94% would recommend the programme to new colleagues

95% were satisfied or very satisfied with the programme

98% were happy with the support they received (from IR team) in their role as an Ambassador

100% said it made them feel more welcome to NHS Grampian

What did we do about it?

- Introduced in February 2024 and involves matching new arrivals with those who have been in post 6+ months
- Ideally matched with someone in same geographical area but not same ward (provides objectivity & protects privacy)
- Set of roles & responsibilities developed; clarifying what role is and is not; including safeguarding considerations
- Incumbent IENs were contacted & invited to volunteer as an Ambassador
- New ambassadors recruited once they have been in post 6+ months. 92% recruitment rate
- Role can encompass many areas of support, for example: guidance on securing rental properties, finding specialist supermarkets, places of worship. UK school system, cultural awareness, local activities and events, etc.

Additional benefits:

- Provided the IENs with a ready made 'buddy' when they start working clinically
- Empowered the incumbent IENs
- Increased the speed at which IENs felt more 'at home'
- Less requests for things we cannot help them with i.e. flat hunting
- Contributed towards achieving the Pastoral Care Quality Award in Summer 2024



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