

Supporting information from employers

Speakers

Lani, Maribel, Natasha Dare, Lucy Gillespie, Dilla Davis, Kier Dungo

Lucy Gillespie 00:03

So welcome everybody to our webinar series on recruiting, retaining and valuing the social care nursing workforce. Today's session is all about the supporting information from employees. And with us today we have a variety of people who are able to talk about that process. So I'd like to welcome Natasha Dare from the NMC and fellow nursin

Lucy Gillespie 01:32

Brilliant. So this is really current, isn't it? It's just happened hot off the press. So Dila, please

Dilla Davis 01:38

Hello I'm Dila I'm a lecturer at King's College London, and my colleague and I campaigned for the strength in English language test and for the implementation of the SIFE pathway. Thank you.

Lucy Gillespie 01:53

Thank you Dila. Great to have you all here. So I'm going to hand over to you Natasha, and we'll pop your slides up.

02:00

well, thank you very much for having me here. Today, I'm going to tell you a little bit about how the supporting information for employers new NMC option for telling us about your English language competence works and give you some some of some of our latest data. But how many people have actually managed to use it today, which is very encouraging. So everyone who wants to join our register has to have English language competence, enough to allow them to be able to communicate appropriately in practice. And that means they've got to have English language competence across four language skills, reading, writing, speaking and listening, I say everyone has to show us that they have that English language competence. There are three main types of evidence that we will accept from people applying to join our register. Evidence type one, which is what most people provide us, if you're trained outside the UK is that you pass an English language test that we accept. Another is that you have a pre registration Nursing Midwifery, all nursing associate qualification was taught and examined in English. So of course, everyone who was trained in the UK will have that as their evidence. And then you can also have done at least a year of Nursing Midwifery practice in the majority English speaking country. And all of the evidence that we are looking for from applicants has to be recent, it has to be objective, and it has to be easily checked by us. And that underpins three types of evidence that we accept upfront from applicants. So recently, we started accepting supporting information from employers or SIFE, in addition to two of our evidence types to help people who were struggling to just meet the requirements to show us that their English language competence was sufficient. And the people who can use SIFE to support their application must have been working for at least 12 months in non registered practice in health and social care in the UK, and it's for people who have either been trained in English, but in a non majority English speaking country, so those people will be need solid to provide us evidence of their qualification being taught and examined in English. But science can be the supporting information for them to show that they're speaking and listening skills are up to scratch. And it's also available for people who just missed

our required test scores in one language domain only as long as they've tried to exhaust

UK for 12 months in a health and social care setting. So it's quite specific, isn't for people who are currently practising overseas wanting to move to the UK or who've only just moved here. And we're asking for line managers to have seen substantial evidence of their language skills. So we're giving them examples and saying, we need you to have seen all of these skills in practice. And of course, there's no obligation on line

So we know that people wins, particularly if you've taken one of our language tests twice. And you want to try to work out whether you have met our scores or not, we know it can be a little bit complicated. So we have a calculator on our website where you can just put your particular scores in. And it will tell you either whether your scores are good to go as they are, or whether they're not and you need to retake the test or whether you would be eligible for SIFE, if your circumstances allow for it. Because if you just miss our score our test scores in one language domain only, then you are eligible to use SIFE, as I say, provided that you've got the practice and the sign off. So that's what our calculator will allow you to work out for yourself. Okay, that's it. From me and my presentation, I'll hand back to colleagues and understand we'll be taking questions at the end in one go.

Lucy Gillespie 12:39

That's great. Natasha, thank you very much for running through that. And so the first thing we're going to do is move to a real life example. And I'd like to invite Lanie and Maribel really to come on to talk about their journey in that experience. So Lanie, do you want to tell us a bit about what brought you to use the SIFE pathway and your experience as a nurse?

13:06

Hi thank you very much for your very clear explanation. And all of those that Natasha did. I had that experience going to NMC websites and looking for the requirements. And also I received some emails about the SIFE long time ago that it will be implemented later on in summer, something like that. But that time I didn't do the OSCE yet. Then I studied the OSCE then I tried to assess it was not easy, because I'm waiting for the safe to be implemented there, but the website, NMC website, and sometimes I call their office, they're really, really helpful of what to do. And my SSR online. They're really helpful to guide me on what to do step by step and just fulfil the fill their requirements and they will, they will agree to you.

Lucy Gillespie 14:19

Right, thank you and your experience previously. So what is you know, what's your experience of being a nurse?

Lani 14:27

Okay, I work more than two years in nursing home and in emergency hospital. And so, I meet a lot of patients, and I think I have the capacity to communicate properly with them, because that's the number one thing you need to do. Because we are dealing life, you know, if we don't, we don't understand them. How can we deal with everybody? Yeah, great.

Lucy Gillespie 15:02

So Maribel, you are Lani's line manager and therefore you've supported this pathway. How has that experience been for you?

Maribel 15:14

It was really great because it was my first time as well, so it's kind of thing but like,

Lucy Gillespie 18:14

Right? And how long has the process taken from beginning to end?

18:20

Maribel would be the one to answer. When did we start with Lani?

Maribel 18:26

Actually, from the beginning, from when she she was about to she when she was taking her exam? He immediately gave her the chance to learn from the floor. person in charge, which is, like I said, so it's, anyway, the support I gave her it's more than 100% because

Kier Dungo 18:48

she heard her exams in line.

Lucy Gillespie 18:53

Okay. So is that so? Can you work out how long that process took? Roughly?

Maribel 19:02

Yeah, she's saying more than one year because Yeah. Like you said, Okay.

Lani 19:11

what's the what how credible they would be as a professional. So, that's why the process takes quite quite long sometimes and sometimes it is tedious for those waiting for the pin hear from the person past the OSCE July 21 And when when the pin issue today it is November 2023. So almost two years and this is because the person worked part time

22:10

and here the applicant says that with all the anxiety for that waiting game, it is worth it the getting your pin number is worth it. This person this person received the pin number within a year, September 2022 The personnel arrived. But this person was very focused he wanted the person wanted to get the pin number. Started the NMC registration completed the OSCE everything and then the NMC asked a very important question, Did you complete twelve month here in UK? And the person did ask us? How should we, how should this person answer to the NMC and we said you have to be very, very careful not careful you should be you should make sure that you complete all the criteria required to complete the CFA pathway. So as soon as the person completed the 12 months being in UK, the person answered NMC yes completed 12 months the SIFE form was submitted by the manager and he had gone to pin number and started working as as a registered nurse from October 1 onwards. So one year September to September, received the pin number and then moved on to band five but 12 months. So what the applicant says is transparency, proper submission, seeking guidance. So if you are in doubt, just email an MC and check out whether it is okay to provide this kind of a form or this kind of an information. And they would let you know. Yeah, so that's that. So those are the testimonies proper submission, current information would wait patiently knowing that it is a long and tedious process. Some of the differences between the language test and SIFE pathway. Natasha didn't mention that they want an objective kind of an evidence, language test our objective, but these they are not authentic. When I say it is not authentic, it does not exist in a clinical context where the real communication should occur, it is done on the exam conditions and interview pathway. You have that adaptation time to adopt to the cultural nuances of the language, because it is not just language proficiency that is assessed in a clinical context. It is how You communicate how well how compassionate you can be? How could you break bad news to the patient? How do you welcome a patient to the to the ward? How do you transfer a patient? Those kinds of kinds of language proficiency is required. And this is assessed in the clinical context. And I think that's it. That's it from me. So, one thing is we have a Facebook, a closed Facebook page with around 5000. Participants, not participants, members, and the they are unregistered practitioners walking towards the nmcp number through the Syfy pathway. So we do provide periodic webinars through the face, throw teams, given or communicating with him the updates and answering the questions as well. Yeah, that's it.

Lucy Gillespie 26:05

on that. And I have a question from Deloitte for Diller. If that's okay, and, and I wondered if you could explore with the audience. Some of the people working in social care settings, what kind of challenges are that we, we see when it comes to accessing the SIF pathway?

32:30

One is key. I just mentioned that we want carers in social care. So if they are all going through the safe pathway to get NMC registration as nurses, there is a deficiency of carers in social care they could be. So some of the employers in social care around will link to support them, not because of the lack of language proficiency because there is a movement, and they wouldn't love like that. And I understand that. That is one. The other layer is there is a lack of NMC registrants in clinical in the social care, as Kier already mentioned, and the third is there is a kind of lack or scarcity of nursing tasks that the nurses can showcase about the language proficiency. So they might need to in a social care, but it's what I understand. So the number of instances where they would be they could easily showcase your language competency is quite low in the social care. So they are quite reluctant to sign off their SIFE.

Lucy Gillespie 33:56

Yeah, I think I think it's very dependent on setting in place and people isn't it? And you know, when I think of some of the amazing nurses and care workers working in domiciliary care services, it's very isolated nurses are themselves working in quite autonomous role. So sometimes the link up and the connection to support people can see more disparate,

34:19

just to clarify, when you say you are assessing the language competency, it is on two domains into the safe pathway. And Natasha can correct me if I am wrong, it is the speaking and listening because reading and writing as already has through the ER nurse training which should be an English only then they are eligible for the safe pathway. So these are speaking and listening. So what are the tasks the nurse is going to showcase you?

Lucy Gillespie 34:50

I can see Natasha has got a hands raised

34:51

so thank you. Yeah, that's correct. If you want to use trained in English, then then you cyber support that if you've just missed one of our test scores And then your line manager will be asked to provide examples from the one language domain in which you've just missed the test score. So for those people, it could be any one of the four of them.

Lucy Gillespie 35:09

Right, thank you. And the question now for Lani, what would you say to other nurses working in social care about this pathway? What would you recommend to them? What's your advice to them?

Lani 35:28

Um, my advice is that, try to get the English language first. Get the score, that the that is required. And then the rest will follow quickly, I think is the OSCE and the CBT.

Lucy Gillespie 35:49

Okay, and Maribel from your perspective, as an employer, what are the benefits of supporting our internationally educated nurses through to NMC registration?

Maribel 36:02

Yeah, the benefits of, as we all know, we are, we have homes that are really lacking of nurses. So it will be start from what we have, and train them and support them going through the site decide, then it will be easy for everybody. And we don't struggle and we don't use agency nurses.

Lucy Gillespie 36:27

Yeah, supporting our workforce, really valuing the knowledge and skills that are internationally educated nurses. And what what's what social care, you know, does well is give people that platform to really be autonomous and really person centred, what adv

applicant, please follow the process NMC is very clear. And all the information is there. If in doubt, please communicate with the NMC I think that's it.

Lucy Gillespie 38:31

Yeah. Right. And it's actually we've got a question in the chat. And I think from your presentation, you may have gone over this. But just to reiterate. So somebody's asking that since that clinical kind of side and management of this is so important. Can smaller social care organisations send the applicants for placements in the NHS to get this kind of proof? I think I know what you're gonna say, but I'm gonna let you do the talking.

Natasha Dare 39:03

Sorry, can you just Can you unpack that? I

Lucy Gillespie 39:05

think the question is, could nurses who are wanting to go use the SIFE pathway, go on placement in the NHS to get the supporting information returned to social care?

Natasha Dare 39:18

Well, as long as they meet our requirements, so the placement would have to be 12 months long, and they'd have to have a line manager and the placement and account signatory you'd sign them off the point at which someone joins our register. If they are competent to work in social care, then we'd be delighted for them to work in social care. But I suspect the question is more about whether a short placement would do it. And it's that's not enough. It's not what we're looking for. It's got to be 12 months with one employer with no more than two line managers.

Lucy Gillespie 39:47

And I think what you're looking for his people to really get to know you problem and understand communication. Exactly,

Natasha Dare 39:52

exactly. And it kind of expanding on that point. A question we sometimes get is where the people who are Doing bank or bank staff are able to use Cypher, they are, but not from their bank manager. What we are looking for is the line manager in the place where they're doing the actual practice to be signing them off. So we're not concerned about who someone's employer is as and where they're getting their paycheck from, or we're concerned about is exactly as you say, is the line manager who is wanting to provide safe the person who is overseeing what they are doing in a health and social care setting over that 12 month period. And as dilla said, very nicely, when you put the

Yeah, yeah. And in social care, we talk very much about the people and the person because patients, you know, this is people living in their own homes. So it's it's recognising that that language as well. So dilla.

Dilla Davis 40:53

Just to add to Natasha's point, we NMC requires six months of language demonstration period. So if the placement is read one line manager is six months full time, at least, that language demonstration period, it should be.

Natasha Dare 41:13

Um, the the length of the whole language demonstration period is 12 months, but will allow up to two line managers. So at least one of those line managers has to have been their manager for six months to cover that 12 month period, so that they can they're really getting to know that person in depth.

Lucy Gillespie 41:31