



# EHC Resourcing

Experts in person centred, ethical recruitment

# Company basics

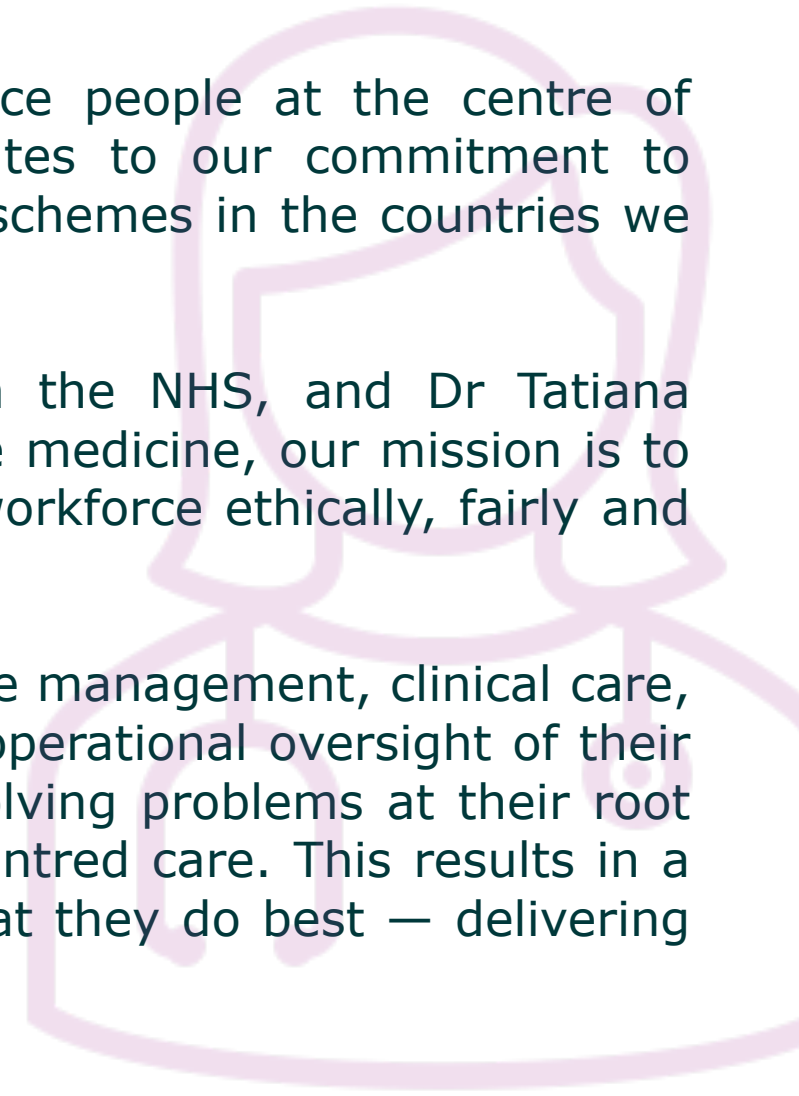
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# About us

Ethical Healthcare Resourcing is built on a set of values that place people at the centre of everything we do. From how we treat our clients and candidates to our commitment to contributing a percentage of our profits to help fund nurse training schemes in the countries we partner with.

Founded by Sophie Careem, a former Transformation Manager in the NHS, and Dr Tatiana Votnova, a Healthcare Analyst with a background in general practice medicine, our mission is to support UK healthcare organisations to increase their international workforce ethically, fairly and with kindness.

Our team of experts have a wealth of experience in healthcare change management, clinical care, finance and HR. We can support clients with the development and operational oversight of their entire global workforce strategy, from identifying pain points and solving problems at their root cause to sourcing quality candidates who live and breathe person-centred care. This results in a seamless experience for our clients and allows them to focus on what they do best — delivering outstanding clinical care.





# Our story

Sophie and Tatiana were inspired to set up Ethical Healthcare Resourcing after Sophie's experience of meeting a Sri Lankan nurse caring for her father, who was an inpatient at a local hospital. The Nurse explained to Sophie that she had moved to London six months ago as part of a nurse relocation programme but was considering moving back to Sri Lanka as she felt culturally isolated and was struggling to adapt to her new life in the UK.

Drawing on their passion for healthcare improvement, the pair conducted further interviews with international Nurses and discovered that stories like this were all too common. Of the nurses interviewed, 60% said they found life outside work a struggle, although they did not plan to relocate back to their home countries due to financial commitments. There is a gap in the market for a recruitment company that prioritises the long-term well-being of candidates as much as the initial recruitment and relocation process.

*"...we identified a gap in the market for a recruitment company that prioritises the long-term well-being of candidates..."*

# Our vision, mission and values



# Our People First Charter



We place candidate welfare at the heart of our business

We recognise how daunting (and exciting!) it must be to relocate to a new country and take the time to understand our candidate's hopes, fears and expectations. From completing the application with the NMC, to supporting with interviews, and preparing for life in the UK. After all, we believe happy candidates = happy clients.



We embrace diversity

We treat our candidates with fairness and respect regardless of their ethnicity, background or cultural beliefs and expect the same from the organisations we partner with. In fact, it is proven that a diverse workforce improves patient experience and outcomes by better meeting the needs of the diverse population that we serve.



We strive to get it right first time

We understand that poor recruitment leads to unhappy candidates, low retention rates and financial loss. We focus on building strong relationships with the people behind the process and go the extra mile to ensure the right cultural and professional fit. This results in a win-win situation all round.



We act with integrity, honesty and kindness

We treat people in the same way we expect to be treated ourselves and build our business practices to reflect this.

# Client support offer

- ❑ What makes us different?
- ❑ Our support offer on a page
- ❑ Our transparent pricing model
- ❑ Pastoral care packages
- ❑ Getting the basics right

# What makes us different?



## Extensive pastoral care package

We are super proud of our extensive pastoral care package and pull out all the stops to ensure our candidates have a positive relocation experience well into their new life in the UK.



## Bespoke end to end solution

Our team of experts have first hand experience of working in the industry and tailor our approach to meet the individual needs of each client rather than a one size fits all.



## Clinically led selection process

Our clinically led selection process ensures candidates are assessed on their clinical skills, as well as their commitment to deliver world class patient centred care. This provides our clients with access to a pool of quality candidates that have the right professional, cultural and clinical fit first time



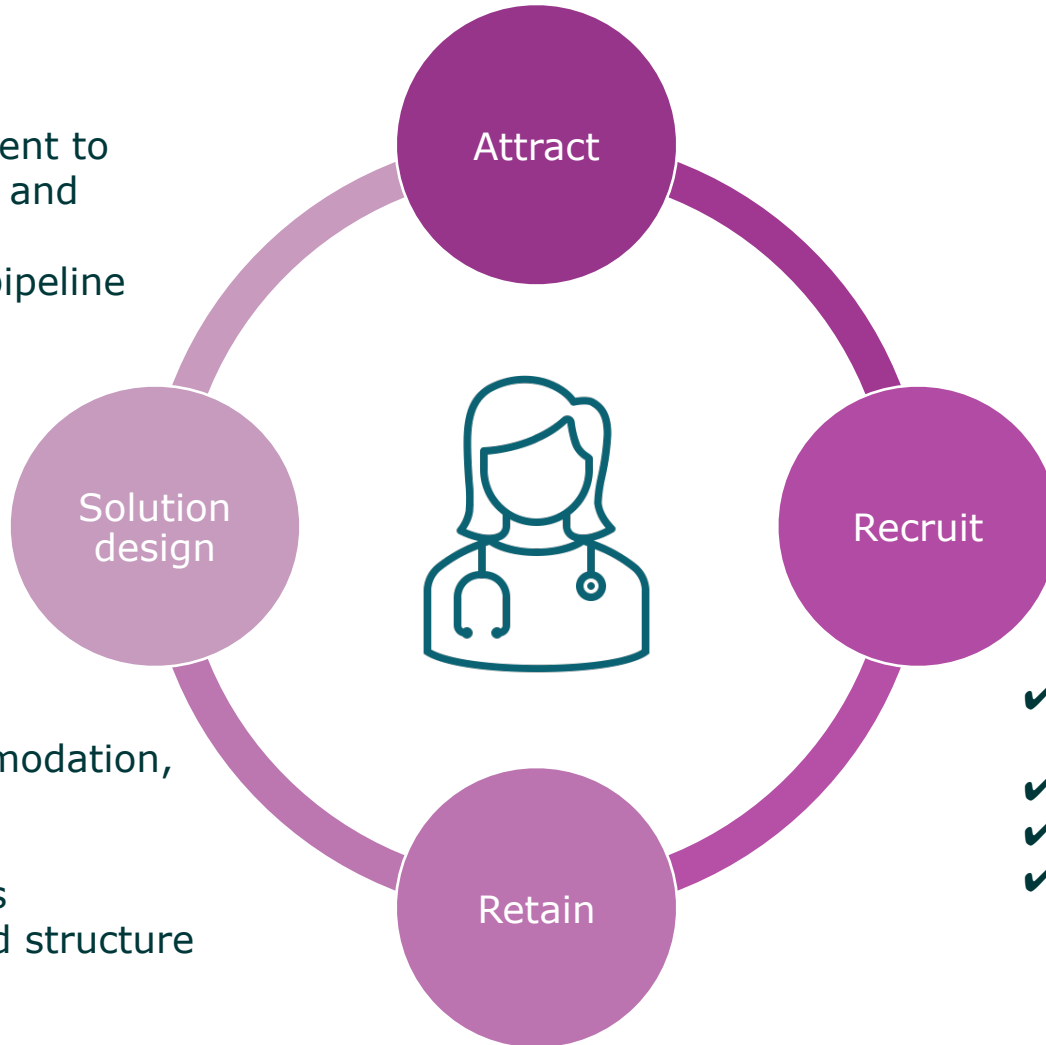
## All inclusive immigration support

We understand the time associated with issuing Certificates of Sponsorship and can do this on our clients behalf. Just give us access to your customer management system , and the rest is taken care of.



# Our support offer on a page

- ✓ **Solution design**
- ✓ Co design workshop with client to identify current pain points and workforce priorities
- ✓ Development of 12 month pipeline



- ✓ **Retain**
- ✓ Candidate centric approach
- ✓ Support with finding accommodation, schools etc.
- ✓ Social events
- ✓ Access to Diaspora networks
- ✓ Clear career progression and structure

- ✓ **Attract**
- ✓ Candidate referral scheme
- ✓ Bespoke marketing plan
- ✓ Strong presence of social media
- ✓ Regular online recruitment webinars
- ✓ Bi annual in country recruitment fair
- ✓ Language support programmes

- ✓ **Recruit**
- ✓ Clinically led selection process and interview panel
- ✓ Support with NMC registration
- ✓ All inclusive immigration support
- ✓ Access to NMC pre-OSCE training materials

# Our candidate centric approach



## **We build long-lasting relationships with our candidates**

Happy candidates are the key to sustainable recruitment. That's why we pull out all the stops to ensure our candidates feel fully supported throughout their relocation journey and well into their new life in the UK.

Each candidate is assigned a dedicated named contact to support them with everything, from securing a job offer to learning how to budget in the UK and providing information on local schools.

## **We focus on our candidates' traditional values and cultural needs**

We recognise the importance our candidates place on feeling connected to their traditional values and hold a pre-placement workshop to prepare candidates for the cultural differences in the UK. Examples of our support include where to buy local cuisine and information on places of worship to access international nurse diaspora support groups.

# Our transparent pricing model

EHCR Support offer	Included in our offer as standard
<b>Development of international workforce strategy</b>	<ul style="list-style-type: none"><li>✓ Co design workshop with client to identify current pain points and workforce priorities</li><li>✓ Development of 12 month pipeline</li><li>✓ Bespoke marketing plan</li></ul>
<b>End to end clinically led recruitment solution</b>	<ul style="list-style-type: none"><li>✓ Pre selection tests e.g. drug calculation</li><li>✓ Candidates selected on their clinical skills in addition to their ability to deliver person centred</li><li>✓ Clinically led vetting process</li><li>✓ Facilitation of online interviews</li></ul>
<b>All inclusive immigration support</b>	<ul style="list-style-type: none"><li>✓ Certificates of Sponsorship issued on our partners behalf</li><li>✓ End to end support with visa application process</li></ul>
<b>Full relocation support</b>	<ul style="list-style-type: none"><li>✓ Booking of flight</li><li>✓ Preparation for life in the UK including how to manage a budget, places of worship, and information on diaspora groups.</li></ul>

## **Satisfaction guarantee**

*We are committed to delivering on our promise to provide lasting value to our clients. With this in mind, we'll replace a candidate free of charge if they leave within the first 12 months of starting their placement.*

\*Our standard fees are 15% of a nurses annual salary plus VAT

# Candidates

- ❑ Our candidate support offer
- ❑ Candidate journey-Nursing pathway
- ❑ Candidate journey-Care worker pathway



# Our candidate support offer



## Meeting UK Standards

- ✓ Advice and support with language requirements
- ✓ Free access to OSCE training materials
- ✓ Support with application to NMC



## Application support/ preparing for interview

- ✓ Career advice and personal development plan
- ✓ Support with CV writing
- ✓ Support with interview preparation including mock interviews



## Applying for a tier 2 Visa relocation support

- ✓ End to end support with visa application process
- ✓ Support with booking flight (candidate only)

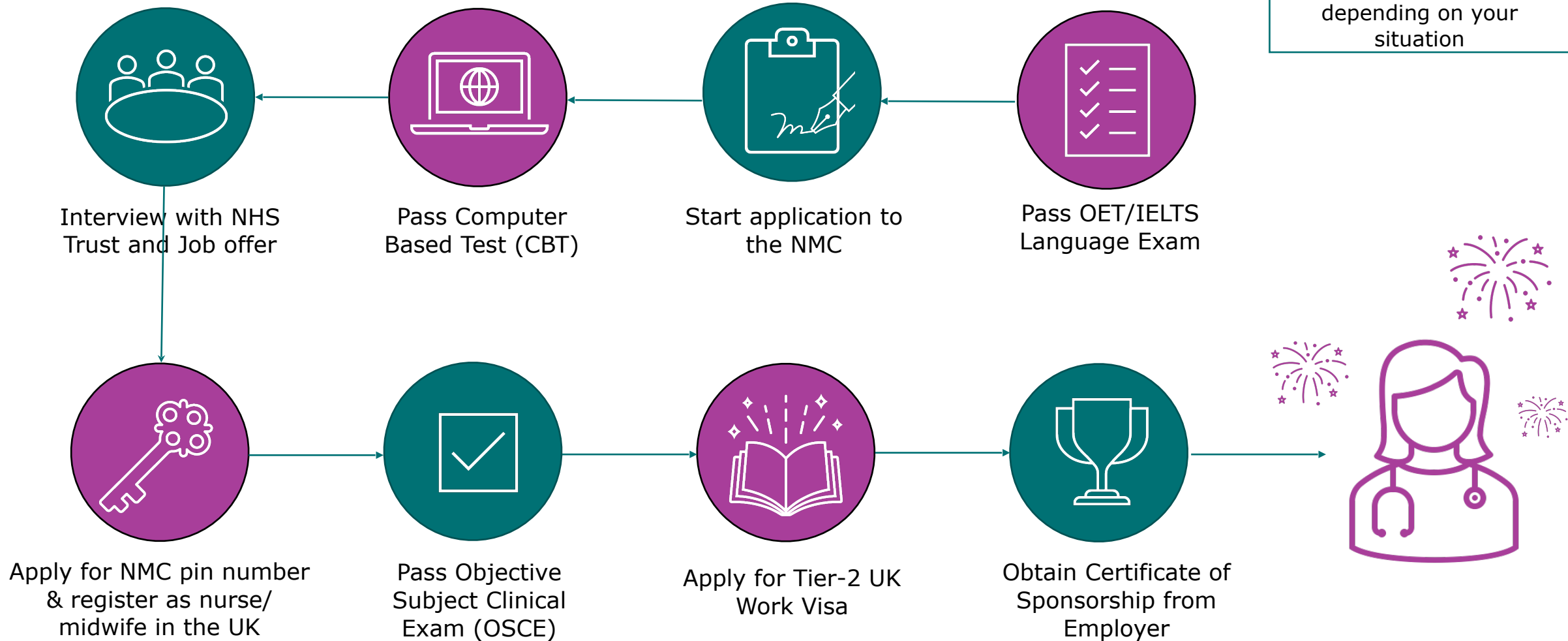


## Getting ready for life in the UK

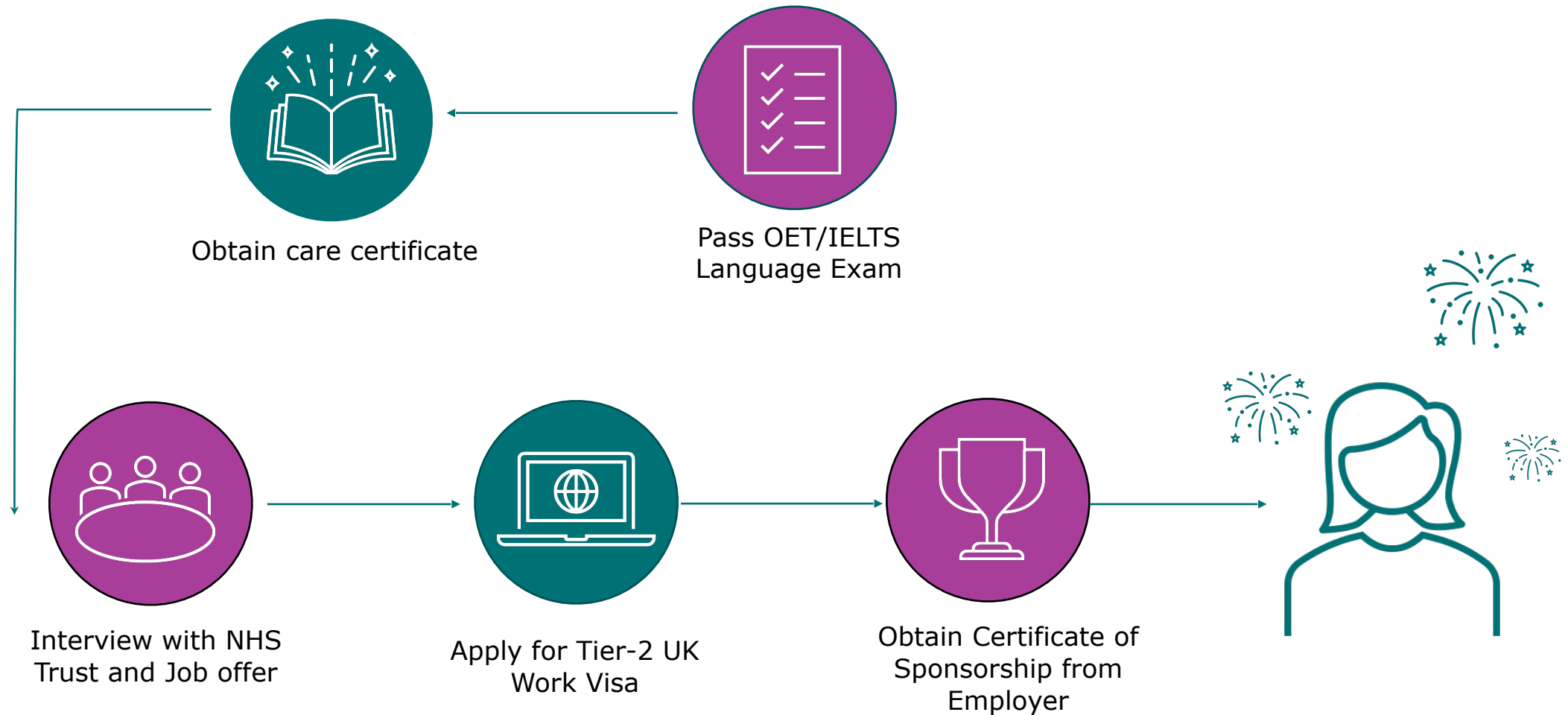
- ✓ Workshop on adapting to life in the UK
- ✓ Information on nursing diaspora groups
- ✓ Tips on managing a budget

# The candidate journey: Nurse

Application process can take 3-5 months depending on your situation



# The candidate journey: Care worker



 The WHO Code of Practice



# Appendices

# Appendix 1. Our commitment to ethical business practices

## **Our business practices meet the 9 guiding principles of the WHO Code of Practice for International Healthcare Recruitment**

1. We do not actively recruit healthcare professionals from developing countries (unless on the green list).
2. Our recruitment standards and processes follow good recruitment practice and demonstrate a sound, legitimate and ethical approach
3. We do not levy any charges or fees from candidates in relation to gaining employment in the UK - directly or indirectly.
4. Appropriate information about the role applied for is always available to all applicants.
5. We believe in equality and all applications will be reviewed in a fair and transparent manner.
6. Successful candidates will be supported in their relocation journey to include, but not limited to professional registration with the appropriate governing body, Visa application, travel, logistics and accommodation.
7. All international healthcare professionals will have appropriate checks undertaken for any criminal convictions or cautions as required by UK legislation.
8. All newly appointed international healthcare professionals will be offered appropriate support and induction on arrival.
9. Further education and training and continuing professional development will be available to all new recruits.