



Accelerating Global Talent
Migration with Technology

International Recruitment Done
Differently: Better Workforce,
Better Retention, Better Care.

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Changing Lives

International Recruitment: An overview

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Who's lives does IR change?

Providers

Service Users

Service Deliverers (Carers)

International Recruitment in the UK Care Sector



Misconceptions Around International Recruitment in the UK Care Sector

Cost

International Recruitment is too Expensive:

Reality: While there are some upfront costs (e.g., visa), international recruits often provide a cost-effective solution to long-term vacancies and shortages. Their contribution offsets recruitment and training costs of domestic hires.

Retention

Foreign Workers Don't Stay Long:

Reality: The data shows that international recruits (13% turnover) stay longer than domestic staff (32% turnover). International recruits wish to stay in their roles long-term for professional development and job security.

Quality

International Staff Provide Lower Quality Care:

Reality: International recruits are highly skilled, many with extensive experience in care settings. Rigorous assessments and training ensure they meet UK standards, often bringing fresh perspectives and best practices from other countries.

Integration

International Workers Struggle to Integrate:

Reality: Proper induction, cultural sensitivity training, and language support programs help international staff integrate well into the workforce and deliver high-quality care to diverse patient populations.



Interview Preparation

Spaghetti Vs Linguini

Cultural Knowledge: inside and outside work

Scenario Practice: preparing for everyday situations and ethical dilemmas

Language Skills: emphasising clear communication

CAR Model: Context, Action, Result





Spaghetti Vs Linguini

Spaghetti is the noise/mess of the answer

Linguini is the core message: what are they actually saying?



The **CAR model** stands for **Context**, **Action**, and **Result**. It's a simple way to answer interview questions, especially when talking about your experience. Here's how it works:

- 1. Context:** Explain the situation or problem you faced. Give some background so the interviewer understands the situation.
 - Example: "I was caring for an elderly client who had trouble walking."
- 2. Action:** Describe what you did to handle the situation. Focus on the steps you took.
 - Example: "I helped the client by using a walker and supporting them when needed."
- 3. Result:** Share what happened because of your actions. This shows the outcome or impact.
 - Example: "The client felt safer, and their mobility improved over time."



E.g., Question: *How do you communicate with individuals who may have difficulty understanding or expressing themselves?*

Response:

- **Context:** In my previous role, I often worked with clients with dementia or limited verbal abilities, which sometimes made communication challenging.
- **Action:** I focused on using clear, simple language and paired my words with gentle gestures or visual aids. I maintained eye contact, spoke slowly, and used a calm tone to help them feel at ease. I also encouraged non-verbal communication by paying attention to their facial expressions, body language, and any sounds or gestures they made.
- **Result:** These efforts helped me build effective communication with clients despite their challenges. They felt more understood, and I was better able to anticipate their needs, which created a more positive and supportive care environment.



Cultural Adaptation

- Why do you want to work in the UK, and how do you plan to adapt to the cultural differences providing care?
- What do you know about the UK's approach to social care and how it differs from your home country?
- How do you plan to manage the potential challenges of working in a new country and environment?



Scenario-Based Questions

- If a client suddenly falls ill while you are providing care, what steps would you take?
- How would you handle a situation where you are required to care for multiple clients in one day, each with different needs and schedules?
- If a client's family member complains about the care provided, how would you respond and resolve the issue?

Care Workers' Certification Programme

Selected candidates undergo a rigorous **6-week training programme**.

They are coached on the following 7 Care Quality Standards taken from the Skills For Care Level 2 Care Certificate, as well as additional bespoke training modules developed specifically for overseas Care Workers mobilising to the UK.

CQC Standards Covered

-  • Understand Your Role
-  • Your Personal Development
-  • Duty of Care
-  • Person-Centred Care
-  • Communication
-  • Privacy and Dignity
-  • Equality and Diversity



Tailored Training for Overseas Carers

1. Cultural Awareness

2. English for Care

3. Workplace Culture

4. Care Planning

We ensure care workers hit the ground running when they reach your care homes.

Visa Sponsorship managed and issues resolved

Home office applications and visa processing managed for you

Home Office Applications handled:

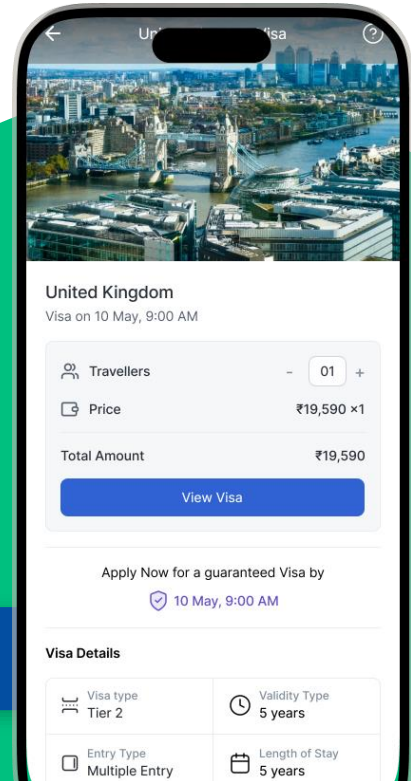
Our partner team handle your application and resolve Home Office issues with 100% success rate.

Streamlined visa processing:

We handle the visa process for you via digital platform, enabling you to transparently monitor their visa and immigration status in real-time thereby reducing the anxiety associated with waiting for application outcome.

FREE access to Borderless platform for Visa & immigration processing

Borderless



Ethical Practices in International Recruitment

1

Compliance with International Guidelines

- **WHO Code of Practice:** Ensures recruitment does not deplete healthcare resources in vulnerable countries.
- **NHS Employers Code of Practice:** Adheres to ethical recruitment practices, prioritizing fairness and transparency.

2

Fair Treatment of Recruits

- **Avoiding Exploitation:** Recruitment agencies and employers must avoid unethical practices such as charging recruitment fees or making false promises.
- **Equal Rights and Pay:** International recruits are entitled to the same pay, working conditions, and opportunities for career advancement as UK-based workers.

3

Sustainable Workforce Solutions

- **Long-Term Support :** Offering ongoing training, language skills, and career development to ensure the longevity of international workers in the sector.
- **Ethical Partnerships:** Building recruitment pipelines with countries that can sustainably export healthcare talent without damaging their own healthcare systems

4

Support and Integration

- **Cultural Sensitivity:** Employers and their partners provide training to help recruits integrate into the UK workforce while respecting their cultural backgrounds.
- **Mental Health and Well-Being:** Safeguarding the well-being of international staff by offering support networks and mental health resources.

| Impact of International Recruitment : Key Data



32%

High Domestic workforce attrition

13%

International workforce attrition

4%

TERN workforce attrition rates

Low attrition leads to better staff morale, and contributes to better care quality.

Well trained staff leads to better care quality and inspection results.

How TERN Helps ?

Cost Reduction **With TERN**

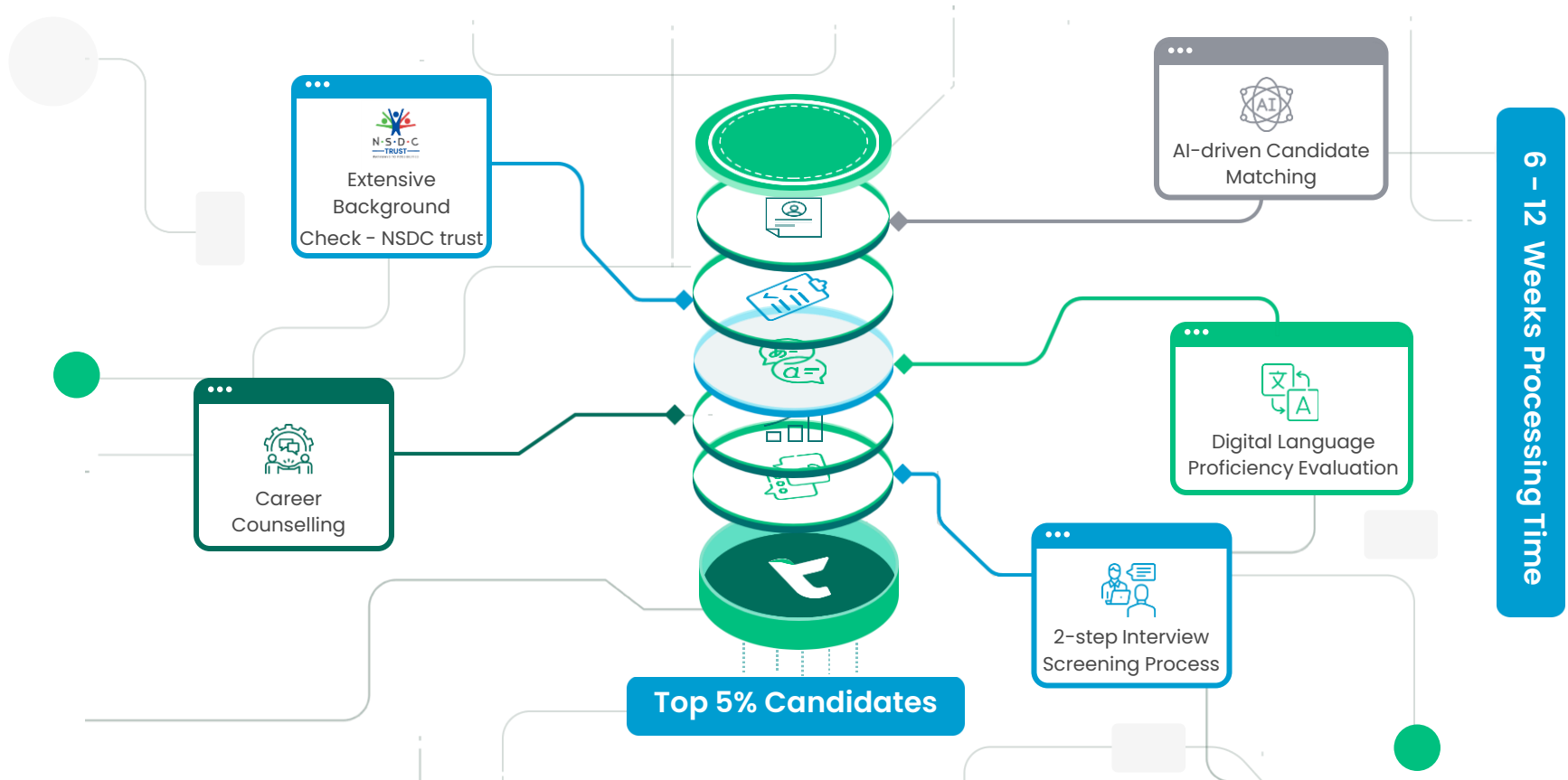
- TERN reduces recruitment costs of agency and organic hires by up to 80%
- Average sized care provider cost savings approx. 30K per year

- TERN helps with **free support for sponsor license application and COS allocation**
- TERN supports to ensure ongoing **compliance with UKVI**

Sources: CQC Report on Workforce and Quality, Skills for Care: Workforce and CQC Ratings, Care England: International Recruitment

Ethical Sourcing: Verified, Top Quality talent

Only the top 5% of all candidates make it to the qualified stage on TERN platform



Pastoral Care

Up to 2 years support enabling full integration and high retention rates



On- Arrival

- Airport pick up
- Bank Account/Credit
- Sim card

Housing

- Temporary housing
- Permanent housing

Credit

- Rental guarantee for 6 months
- 0% interest credit card before arrival

Community

- Integrating with existing community
- TERN events on festivals.
- Assigned Mentor program

24 x 7

- Single POC at TERN
- 24/7 TERN on call support
- Monthly check-in

CPD

- Continuous Professional Development



↳ TERN

IMPROVE CARE QUALITY WITH BETTER RETENTION

TERN
96%
RETENTION
RATE



1 BETTER
RETENTION

HIGHER STAFF
MORALE

2



3 IMPROVED
CARE QUALITY

HIGHER CQC
RATINGS

4



↳ TERN

REDUCE YOUR RECRUITMENT COSTS

Ethical recruitment practices leading to
higher retention and lower costs

↳ Candidate Matching
& Credentials Checks



↳ Cost Savings:

£30k per year for average
care provider

↳ Health & Care
Visa Support



The TERN recruitment platform

↳ TERN

The TERN Proposition



Finding top Talent committed to a UK Care career

- **Shortlist top 5% candidates** from talent database best suited via 5-step assessment
- **Instant matchmaking** and direct access to best-fit talent committed to a career in UK care.
- Intensive Pre-departure 1 week or 6-week **Care Workers Certification Programme** with practical scenario based learning in line with Skills for Care and CQC standards.

Managing End-to-End Operations

- **Visa & Immigration:** 100% success rate for solving Home Office and CoS issues at little to no cost.
- **Document verification:** Background checks completed via Government of India official solution (NSDC Trust) and trusted govt checks in other markets.
- **Automated interview scheduling** to reduce administrative burden.

Ensuring Talent Integration & Retention

- **Arrival :** we handle relocation and settling in the UK.
- **Housing:** Guaranteed long-term solution found to suit each candidate's needs.
- **Financial Credit:** Access to credit and rental guarantee.
- **CPD:** Ongoing continuous professional development and mentoring programs.
- **24/7 Pastoral Support:** Live chat with team + Whatsapp community support.

Contact Us:

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