

Guidance Resources for International Workers

Health and Social Care Settings

Welcome to Working in the UK

Moving to a new country and starting a new job can feel exciting but also overwhelming. This guidance resource has been developed to support international workers in settling into both the workplace and life in the UK.

This guide aims to help you:

- Understand your workplace expectations
- Adjust to life in the UK
- Access support and wellbeing services
- Feel confident, safe, and included
- Know your rights and responsibilities

1. Understanding Your Role

What Is Expected of You

As a health and social care worker in the UK, you are expected to:

- Deliver safe, compassionate, person-centred care
- Treat people with dignity and respect
- Follow policies and procedures
- Maintain confidentiality
- Report concerns or safeguarding issues
- Work as part of a team
- Attend training and supervision

Professional Standards

Care staff are expected to:

- Be punctual and reliable
- Communicate professionally
- Respect diversity and equality

- Maintain professional boundaries
 - Follow infection prevention and control procedures
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2. Understanding UK Workplace Culture

Communication

In the UK workplace:

- Staff are encouraged to ask questions
- Speaking up about concerns is important
- Teamwork and respect are highly valued
- Managers may expect staff to work independently after training

Professional Behaviour

You should:

- Speak respectfully to colleagues, residents, families, and professionals
 - Avoid shouting or confrontational communication
 - Inform managers if you are unsure about something
 - Report mistakes immediately to ensure safety
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3. Safeguarding Responsibilities

Safeguarding means protecting vulnerable people from abuse, neglect, discrimination, or harm.

Types of Abuse

Examples include:

- Physical abuse
- Emotional abuse
- Financial abuse
- Neglect
- Discriminatory abuse

What To Do

If you are worried about a resident or patient:

1. Report concerns immediately to a senior member of staff
2. Record factual information clearly
3. Never ignore signs of abuse

Safeguarding is everyone's responsibility.

4. Medication and Clinical Safety

You must:

- Only carry out tasks you are trained and competent to do
- Follow medication policies carefully
- Ask for help if unsure
- Report errors immediately

Never:

- Give medication without authorisation
- Sign records for tasks you have not completed
- Work outside your competency

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5. Health and Wellbeing Support

Moving countries can affect emotional wellbeing.

It Is Normal To Experience:

- Homesickness
- Loneliness
- Anxiety
- Stress
- Culture shock

Support Available

You can access:

- Your manager or supervisor
- Staff wellbeing services
- Employee Assistance Programmes (EAP)
- Mental health support
- Peer support groups
- Occupational health services

Please ask for help early if you are struggling.

6. Understanding Your Visa and Sponsorship

Important Responsibilities

You must:

- Follow the conditions of your visa
- Keep your passport and BRP/eVisa information updated
- Inform your employer of address changes
- Renew documents before expiry dates

Your Employer's Responsibilities

Your employer should:

- Support sponsorship compliance
- Provide accurate employment information
- Explain reporting requirements clearly

If you are unsure about immigration matters, speak with your HR department or seek regulated immigration advice.

7. Managing Finances in the UK

Useful Information

You may need to:

- Open a UK bank account
- Understand payslips and tax deductions

- Register for National Insurance
- Budget for rent, travel, and bills

Be Careful Of:

- Scams and fraudulent messages
- Unofficial financial arrangements
- High-interest borrowing

Ask for support if you do not understand financial processes.

8. Accommodation Guidance

Before Signing A Tenancy

Check:

- Monthly rent amount
- Deposit requirements
- Utility bills included/excluded
- Length of agreement
- House conditions

Your Rights

You have the right to:

- Safe accommodation
 - Privacy
 - Fair treatment from landlords
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9. Equality, Diversity and Inclusion

The UK promotes equality and diversity in the workplace.

You should not experience:

- Racism
- Bullying

- Harassment
- Discrimination

If this happens:

- Report concerns to your manager or HR
- Use the organisation's grievance procedures
- Seek support promptly

All staff should be treated fairly and respectfully.

10. Understanding Documentation and Record Keeping

Good documentation is extremely important in UK care settings.

Records Should Be:

- Accurate
- Clear
- Timely
- Factual
- Professional



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Avoid:

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- Personal opinions
- Inappropriate language
- Guessing information

If it was not documented, it may be considered not completed.

11. Infection Prevention and Control

You must follow:

- Hand hygiene procedures
- PPE guidance
- Cleaning procedures
- Food hygiene standards

- Isolation protocols where required

Never attend work if advised not to due to infectious illness.

12. Raising Concerns and Speaking Up

You have the right to raise concerns safely.

Examples include concerns about:

- Unsafe care
- Poor practice
- Bullying
- Staffing levels
- Discrimination

Speaking up helps protect residents, patients, staff, and the organisation.

13. Emergency Contacts and Important Information

Important Numbers

- Emergency Services: 999
- Non-Emergency Medical Advice: 111
- Police Non-Emergency: 101

Important Workplace Contacts

Include:

- Manager
 - Deputy Manager
 - HR department
 - On-call number
 - Safeguarding lead
 - Occupational health
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14. Settling Into Life in the UK

Helpful Tips

- Join community groups
- Explore local areas
- Stay connected with family and friends
- Build friendships at work
- Attend staff events and activities

Settling takes time. Be patient with yourself.

15. Final Message

International workers make an incredibly valuable contribution to health and social care services across the UK. Your skills, compassion, knowledge, and dedication are appreciated and respected.

Remember:

- You are not alone
- Support is available
- Asking questions is encouraged
- Your wellbeing matters

Welcome to your new journey.