



International care worker support

If you are an international recruit working in the adult social care sector in the UK, the following guide may be helpful to you.

You play a vital role in adult social care, bringing valuable skills and contributing significantly to the quality of care provided across the sector.

However, we are aware that some care providers have acted unethically in their practices, resulting in their sponsor licence being revoked. Unfortunately, this has left many international care workers without jobs and facing uncertainty.

If your sponsor's licence has been revoked, this help sheet provides important information and guidance on the support available to you.

Regional Support Available

If your visa sponsor has had their licence revoked, support is available in your local region to help you find new employment in the UK care sector.

This support can include:

- **Advice and guidance** – help with understanding your visa status and employment rights.
- **Employment support** – support in finding a new employer who can sponsor your visa.
- **Accessing financial aid** – Help in accessing financial support if you are struggling due to job loss or unpaid wages.
- **Mental health and wellbeing support** - help to access counselling and wellbeing services, including a buddying scheme for additional support.

Who can access this support?

International care workers or senior care workers in England on the Health and Care Visa whose employers have had their sponsor licence revoked.

Other care workers or senior care workers in England on the Health and Care Visa who want to find alternative employment in care can access support, however, those impacted by sponsor licence revocation are currently being prioritised by regional hubs.



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Please note: This applies to England only, as adult social care is a devolved matter. If you live in Scotland, Wales or Northern Ireland, you should refer to information from the relevant devolved administration

How to access support?

You must email the regional hub in the area where you live.

Your email should include:

- your name,
- the address where you are currently living,
- your contact details, and
- the name of the provider sponsoring your visa.

It is important that your regional contact has the correct information about you so that they can provide the best possible support without delay.

The table below lists the email addresses of the regional hubs across the country. It also shows the local areas or councils within each region to help you find the correct contact:



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Regional hub	Local council or area	Contact
Cheshire and Merseyside	Cheshire East, Cheshire West, Halton, Knowsley, Liverpool City, Sefton, St Helens and Wirral, Warrington	cminternationalrecru@warrington.gov.uk
East Midlands	Derby City, Derbyshire, Leicestershire, Leicester and Rutland, Lincolnshire, North Northamptonshire, Nottinghamshire, Nottingham, West Northamptonshire	recruitsupport@eastmidscare.co.uk
East of England	Bedford, Central Bedfordshire, Luton, Cambridgeshire, Essex, Hertfordshire, Southend, Suffolk,	See list of contacts across the east of England



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Regional hub	Local council or area	Contact
	Thurrock, Milton Keynes, Norfolk, Peterborough	
Greater Manchester	Bolton, Bury, Greater Manchester, Manchester City, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan	nhsgm.gmadviceandsupport@nhs.net
Lancashire and Cumbria	Blackburn with Darwen, Blackpool, Cumberland, Lancashire, Westmorland and Furness	IRSupport@lancashire.gov.uk
London – north central	Barnet, Camden,	london.internationalrecruits@camden.gov.uk



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Regional hub	Local council or area	Contact
	Haringey and Enfield, Islington	
London – north-east	Barking and Dagenham, Havering, Newham, Redbridge, Waltham Forest, Tower Hamlets, Hackney, City of London	london.internationalrecruits@camden.gov.uk
London – north-west	Brent, Ealing, Hammersmith and Fulham, Harrow, Hillingdon, Hounslow, Royal Borough of Kensington and Chelsea, Westminster	london.internationalrecruits@camden.gov.uk
London – south-east	Bexley, Bromley, Greenwich,	london.internationalrecruits@camden.gov.uk



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Regional hub	Local council or area	Contact
	Lambeth, Lewisham and Southwark	
London – south-west	Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth	london.internationalrecruits@camden.gov.uk
North-east England	Darlington, Gateshead, Durham County Council, Hartlepool, Middlesbrough, Newcastle, North Tyneside, Northumberland, Redcar and Cleveland, South Tyneside, Stockton, Sunderland	sponsored.support@durham.gov.uk
South-east England	Bracknell Forest, Brighton and Hove, Buckinghamshire, East Sussex, Hampshire,	workforce@sesca.org.uk



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Regional hub	Local council or area	Contact
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Isle of Wight,
Kent, Medway,
Oxfordshire,
Portsmouth,
Reading,
Royal Borough of Windsor
and Maidenhead,
Slough,
Southampton,
Surrey,
West Berkshire,
West Sussex,
Wokingham

**South-west
England**

Bath and North-east
Somerset,
Bournemouth,
Bristol,
Christchurch and Poole,
Cornwall,
Devon,
Dorset,
Gloucestershire,
Isles of Scilly,
North Somerset,
Plymouth,
Somerset,
South Gloucestershire,
Swindon,

commissioning.swadass@swcouncils.gov.uk



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Regional hub	Local council or area	Contact
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	Torbay, Wiltshire	
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West Midlands	Birmingham, City of Wolverhampton, Coventry, Dudley, Herefordshire, Sandwell, Shropshire, Solihull, Staffordshire, Stoke on Trent, Telford and Wrekin, Walsall, Warwickshire, Worcestershire	info@revoked.support
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Yorkshire and Humber	Barnsley, Bradford, Calderdale, City of York, Doncaster, East Riding of York, Kingston Upon Hull, Kirklees, Leeds, North Lincolnshire, North Yorkshire, North-east Lincolnshire, Rotherham,	international.recruitment@adassyh.org.uk
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Regional hub	Local council or area	Contact
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	Sheffield, Wakefield	
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Reporting an employer for unethical practices

If you need to report an employer for unethical or illegal business practices, you can do so through the following organisations:

Home Office:

You can report any abuse of the immigration system, using the 'report an immigration or border crime' function on the Gov.uk website: [Report an immigration or border crime - GOV.UK](#). This can be done anonymously.

Please ensure you provide as much detail as possible. The form allows attachments to be uploaded if needed.

Care Quality Commission (CQC):

You can contact the CQC if you have concerns about the standards of quality and safety of care where you work.

You can do this using the following [give feedback on care](#) tool, or as a whistleblower.

The CQC's policy on whistleblowing can be found on their website: [Report a concern if you are a member of staff - Care Quality Commission](#). Staff concerns don't have to be restricted to people using the service. Whistleblowing can cover any risk, malpractice or wrongdoing that affects patients, the public, other staff or the provider itself.

Gangmaster and Labour Abuse Authority (GLAA):



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The GLAA investigates reports of worker exploitation and illegal activity such as human trafficking, modern slavery, forced labour and illegal labour provision, as well as offences under the National Minimum Wage Act (by working with HMRC) and Employment Agencies Acts (by working with the Employment Agency Standards Inspectorate (EAS)).

If you believe you may be a victim of modern slavery or have any concerns or accusations regarding potentially unethical and illegal employment practices, you should report it to the Gangmaster and Labour Abuse Authority via:

- Their website: [Report Issues - GLAA](#)
- Their phone line: 0800 432 0804, or
- Their email address: contact@gla.gov.uk

Acas:

Acas gives employees and employers free, impartial advice on workplace rights, rules and best practice. Acas also offer training and help to resolve disputes. Acas offers advice through:

- Its website: <https://www.acas.org.uk/advice>, or
- Its helpline: 0300 123 1100 (this helpline provides confidential free advice on any work-related problem and is open Monday to Friday, 8 AM to 6 PM).

Additional support

International worker support organisations

Some organisations can offer free advice and support to international workers:

- **Citizens advice:** Free advice on employment, housing and visa issues
Website: www.citizensadvice.org.uk
Helpline: 08001448848
- **Trade Union and Professional Associations:** Free advice, access to legal services and advocacy. A list of organisations can be found at [Part 2: living and working in the UK - what you need to know as a health and care worker - GOV.UK](#), under the heading 'Organisations to support you during your employment'.

New employment



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Additional support finding new employment can be found below:

- A list of sponsor holders is available at Gov.UK to help you find other sponsors who may be able to sponsor you.
Website: [Register of licensed sponsors: workers - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/collections/register-of-licensed-sponsors-workers).
- The National Careers Service provides support with writing CVs, preparing cover letters, completing applications, and preparing for interviews
Website: [Careers advice | National Careers Service](https://www.nationalcareersservice.co.uk).
- You can use www.adultsocialcare.co.uk to find new care roles in your local area, support to update your CV and advice on interviews.

Avoiding scams

You can find advice on staying safe and avoiding scams when searching for a social care job in the UK at: [Advice to help you stay safe when searching for a health or social care job in the UK \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/guidance/avoid-scams):

- **DO** check that your agency is on the 'ethical recruiters list' at: [Ethical Recruiters List | NHS Employers](https://www.ethicalrecruiterslist.co.uk).
- **DO** get a contract describing the salary, hours, location, and any repayment clauses – make sure your employer sticks to the contract.
- **DO** be aware of the signs of exploitation, including:
 - receiving little to no payment.
 - being asked to repay large amounts of money.
 - Working very long hours.
 - having no time off.
- **DO NOT** apply to jobs that seem too good to be true.
- **DO NOT** pay money to an agency to find you work in the UK – this is against UK law.
- **DO NOT** be forced or threatened into signing a contract.
- **DO NOT** accept threats of deportation from your employer – understand your rights.

You can find more information on how to spot and avoid scams, fraud and tricks, including early warning signs, at: [Fraud, tricks and scams: guidance - GOV.UK](https://www.gov.uk/guidance/avoid-scams).

If you have been a victim of a visa or immigration scam, you can report it using this Gov.UK link: [Avoid and report internet scams and phishing: Report visa and immigration scams - GOV.UK](https://www.gov.uk/guidance/avoid-and-report-internet-scams-and-phishing).