



Introducing the NMC's Employer Link Service and (ELS) Advisors



East of England Employer Link Service Advisor

- Pauline Shaw, Registered Nurse
- Nursing career started as Enrolled Nurse, Broadland School of Nursing, N&N Hospital, then the Jenny Lind Paediatric department
- New Zealand, completed Nursing degree and worked in variety of hospital and GP settings
- Back to the UK in 2000, joined UK Register, completed MSc in Health Care Management, raised 3 kids and 23 years in adult social care including 12 years Registered Manager for 172 room care home
- Director of Care for 13 years delivering innovative care across 3 Care Homes (2 of which Outstanding in all 5 CQC KLOE's)
- Humbled to receive an OBE in the New Year Honours list 2018 for services to nursing veterans
- Awarded CNO Gold Award for contribution to social care nursing by Debra Sturdy, CNO, 2023

Role of ELS Advisers

- The support and resources available at the NMC may not be widely known amongst the independent health and social care sector.

We are committed to raising awareness of:

- the NMC'S core role and functions
- our advice line and managing concerns resource
- learning sessions and NMC updates for Social Care Providers and Nurses
- our range of tools and resources designed to support professionals and their employers
- opportunities for the voice of health and social care to be heard in our core workstreams
- The NMC's ambition to develop a deeper understanding of the variety of learning and care environments across the UK

Learning sessions for employers and nurses/nursing associates includes:

- An overview of the NMC and fitness to practise process
- Record keeping
- Accountability and delegation
- Introducing the NMC to nursing students
- Preceptorship
- Welcome to UK Practice for Internationally Educated professionals
- Professional Behaviours
- Learning session can be tailored to your needs, provided in person or online and are free of charge
- Sessions contribute to CPD, Revalidation, managing concerns locally, myth busting.

Who we engage with:

- **Employers** of Social Care nursing professionals across the UK (e.g. Nursing/Care Home providers large and small care groups, Registered Managers, Directors of Care/Operations)
- **Nurses and nursing associates** on our register working in social care providing exceptional person-centred care each and every day
- Independent Health & Social Care **Stakeholders** across the UK (e.g. Skills4Care, RCN, NCF, CQC, Regional Local Authorities, Care Commissioners, Trainers, Quality Teams, Universities/ Education providers) ⁵

The Employer Link Service offers:

- Advice to employers when concerns arise in relation to someone's practice so that where necessary, we receive the right referrals at the right time
- Encouraging robust local investigation, performance management & clinical governance in line with best practice guidance: [managing concerns resource for employers](#)
- Promoting the importance of professionals feeling confident about speaking up, knowing they'll be supported and treated fairly through local policies that promote a culture of openness and learning, not fear and blame
- Use insights to increase understanding of the environments in which our professionals deliver care
- Participating in local and national health and care sector forums, sharing information to improve safety, quality and address risks.

ELS Advisers and Independent Health and Social Care

The professionals we regulate form the largest part of the health workforce and a critical part of the social care workforce.

They are vital to people and communities across the UK. They're currently under overwhelming pressure and need effective professional regulation.

2025-2026 NMC Corporate Plan

Stay in touch

Have you signed up for one of our regular newsletters yet?

You can do it now: [NMC Newsletters](#)

Employer advice line: 0207 462 8850

**You can contact me to find out more,
arrange a meeting / learning sessions:**

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Thank you for your time

Any questions?

