

How can I contact the care navigator in my area?

Leicester City

West and North West Leicester,
(clusters 3 and 4)

Angela Roberson

Tel: 07825 976164

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Graham Walker

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South Leicester (cluster 2)

-Jane Campbell

Tel: 07884 458533

Specialist services

(cover City and Counties)

Looked After Children

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Steph Bates

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North and South Charnwood -

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Blaby, North and South
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**If you
need help to
understand this
leaflet or would like it
in a different language
or format such as large
print, Braille or audio,
please ask a
member of
staff.**

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Care navigation and the neighbourhood team

This leaflet gives you
information about the role
of the care navigator and
how they can help
co-ordinate the services
your child needs.



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What is a 'Care Navigator' and how can they help me and my child?

The care navigator is a member of the administrative team supporting the neighbourhood clinicians in your area. This team includes public health nurses (health visitors and school nurses), speech and language therapists, assistant practitioners and other therapists. They can support with:

- helping you get the right services to support your child
- signposting you to local support networks
- helping professionals share information more easily providing information and helping to co-ordinate health appointments

Why do I need a care navigator?

A care navigator can help in co-ordinating your child's care. They can also provide information around support networks available in your local area - not all families will require this but it is available to those who do.

Your information

To help your child, we may ask for your consent to share information between professionals. We may request further information from/work with relevant agencies so that we can make sure your child has the help they need.

What sort of information is shared?

We share information such as:

- name, address and date of birth
- who else is part of your family
- which professionals are working with you and your family at the moment
- what other support you might need

Why do you want to share my information and how will it be used?

By working together we can give the right support to you and your family at the right time in a co-ordinated way. By sharing information, our professionals can work with you more effectively and identify the most appropriate professional to help you as soon as possible. Only relevant information will be shared.

Neighbourhood forum

The care navigator can arrange a neighbourhood forum, if appropriate for your child. Relevant agencies will be invited to attend this multi-agency discussion which can help to make sure that your child is getting the right support, from the right professional and at the right time. Any outcomes from the forum will be discussed with you.