

Families, Young People and Children's Services

## Care Navigation & 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.

Families, Young People and Children's Services  
Leicestershire Partnership NHS Trust  
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LE4 8PQ

Monday - Thursday (9.00am - 5.00pm)  
Friday (9.00am - 4.30pm)

Tel: 0300 3000 007  
[www.leicspart.nhs.uk](http://www.leicspart.nhs.uk)  
[Email: feedback@leicspart.nhs.uk](mailto:feedback@leicspart.nhs.uk)

## **What is a Care Navigator and how can they help support my child and family?**

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The Care Navigator is a member of the Administrative team who supports the 0-19 Neighbourhood Clinicians in your area, this team includes: School Nurses, Health Visitors, Speech and Language Therapists, Assistant Practitioners and other Therapists that work within FYPC. 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
- Provide information and help co-ordinate health appointments

## **Why do I need a Care Navigator?**

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

## **Your information**

To help your child, consent will be gained to share information between professionals and we may request further information from relevant agencies. This is so that we can make sure your child has the help they need and also help us work better together.

## **What sort of information is shared?**

We share information such as:

- Your 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

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

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

## Neighbourhood Forum

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A Neighbourhood Forum is a multi-agency discussion and can help ensure your child is getting the right support from the right professional at the right time. The Care Navigator will arrange this if appropriate for your child and relevant agencies will be invited to attend. Any outcomes from forum will be discussed with you.

## How can I contact the Care Navigator in my area?

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### **West and North West Leicester, (Cluster 3 & 4)**

*Angela Roberson Tel: 0116 295 8720*

### **Hinckley and Bosworth and North West Leicestershire**

*Gemma Cole Tel: 01455 441815*

### **Harborough, Blaby, Oadby & Wigston**

*Jo Houlston Tel: 01858 438133*

### **Melton and Rutland**

*Rebecca Thorpe Tel: 01664 800264*

### **Central Leicester (Cluster 1) & CAMHS**

*Anisha Jaiyeola Tel: 07825 976163*

### **North and South Charnwood**

*Lynne Zmija Tel: 01509 410235*

### **South & West Leicester (Cluster 2 & 3)**

*Deepa Joshi Tel: 0116 2958713*

### **North and East Leicester (Cluster 5 & 6)**

*Please contact any of the team*

### **LAC Team**

*Steph Bates Tel: 07876 710247*

If you need this information in another language  
or format please telephone 0116 295 0994 or  
email: [Patient.Information@leicspart.nhs.uk](mailto:Patient.Information@leicspart.nhs.uk)

## Arabic

إذا كنت في حاجة إلى قراءة هذه المعلومات بلغة أخرى أو بتنسيق مختلف، يرجى الاتصال بهاتف رقم 0116 295 0994 أو إرسال بريد إلكتروني إلى: [Patient.Information@leicspart.nhs.uk](mailto:Patient.Information@leicspart.nhs.uk)

## Bengali

যদি এই তথ্য অন্য কোন ভাষায় বা ফরমেটে আপনার দরকার হয় তাহলে দয়া করে 0116 295 0994 নম্বরে ফোন করুন বা [Patlent.Information@leicspart.nhs.uk](mailto:Patlent.Information@leicspart.nhs.uk) ঠিকানায় ই-মেইল করুন।

## Traditional Chinese

如果您需要將本資訊翻譯為其他語言或用其他格式顯示，請致電 0116 295 0994 或發電子郵件至：[Patlent.Information@leicspart.nhs.uk](mailto:Patlent.Information@leicspart.nhs.uk)

## Gujarati

જો તમારે આ માહિતી અન્ય ભાષા અથવા ફોર્મેટમાં જોઈતી હોય તો 0116 295 0994 પર ટેલિફોન કરો અથવા [Patient.Information@leicspart.nhs.uk](mailto:Patient.Information@leicspart.nhs.uk) પર ઇમેઇલ કરો.

## Hindi

अगर आप यह जानकारी किसी अन्य भाषा या प्रारूप में चाहते हैं तो कृपया 0116 295 0994 पर हमें फोन करें या [Patient.Information@leicspart.nhs.uk](mailto:Patient.Information@leicspart.nhs.uk) पर हमें ईमेल करें

## Polish

Jeżeli są Państwo zainteresowani otrzymaniem niniejszych informacji w innym języku lub formie, prosimy skontaktować się z nami telefonicznie pod numerem 0116 295 0994 lub za pośrednictwem poczty elektronicznej na adres: [Patient.Information@leicspart.nhs.uk](mailto:Patient.Information@leicspart.nhs.uk)

## Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 295 0994 ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ਜਾਂ ਇੱਥੇ ਈਮੇਲ ਕਰੋ: [Patlent.Information@leicspart.nhs.uk](mailto:Patlent.Information@leicspart.nhs.uk)

## Somali

Haddii aad rabto in aad warbixintan ku hesho luqad ama nuskhad kale fadlan soo wac lambarka 0116 295 0994 ama email u dir: [Patient.Information@leicspart.nhs.uk](mailto:Patient.Information@leicspart.nhs.uk)

## Urdu

اگر آپ کو یہ معلومات کسی اور زبان یا صورت میں درکار ہوں تو براہ کرم اس ٹیلی فون نمبر 0116 295 0994 یا ای میل پر رابطہ کریں [Patient.Information@leicspart.nhs.uk](mailto:Patient.Information@leicspart.nhs.uk)