



Health Education England

Health Education England North
Central East London
Dr Jacqueline Simms
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Sent via email

29th September 2016.

RE: Care Navigation: a Competency Framework

Dear Colleague,

I am delighted to share with you a piece of work titled ***Care Navigation: a Competency Framework***, developed by the team at Health Education England working across North Central East London. Please feel free to use, share and distribute widely to colleagues.

Effective navigation is important to deliver coordinated person-centered care and support. 'Care navigation' is an emerging concept in the UK with growing evidence demonstrating benefits for patients and carers. 'Care navigators' can occupy many roles and play a crucial part in helping people get the right support, at the right time, to help manage a wide range of needs.

We have developed a **tiered care navigation competency framework**, which describes core competencies for people providing care navigation across a wide range of health, social and voluntary care sectors. The framework was informed by many perspectives and recognises three successive levels; essential, enhanced and expert core competencies. This will help provide a coherent benchmark or set of standards for care navigation, to help ensure relevant staff receive the necessary education, training and support to work effectively. This framework may be used by employers, education providers and individuals to inform education and training needs.

Please find the document attached.

Yours faithfully,

Jacqueline Simms

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