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Welsh Government

Towards an Integrated Community Care System for Wales

North Wales RPB: RIF Scheme Factsheet – September 2024

Scheme name	iCAN Community Hub Development
Brief Outline (What it does, why it was needed, main partners)	iCAN supports individual's mental health and wellbeing across North Wales. The scheme aims to reduce the number of mental health acute admissions and provide community-based help and support that helps to prevent mental health crisis. iCAN hubs provide an identifiable physical location where people can access a variety of services. The scheme facilitates access to help and support for things that are affecting individual's mental health and wellbeing such as, employment difficulties, social anxiety, grief, money worries and loneliness. RIF funding supports iCAN Community Hub development, offering a range of support face to face, over the phone, or online. The hubs provide support that is easy to access, without the need for a GP referral. A range of tier 0/1 (mild to moderate) mental health and wellbeing support services are available, including 1:1 sessions, group self-help workshops, social events, signposting and volunteering opportunities. Within each hub there are iCAN connectors who work with individuals to develop goal-based management plans and facilitate activities and resources to support people who are experiencing poor mental health or have been stepped down from primary/secondary care services. iCAN is led by Betsi Cadwaladr University Health Board and delivered by third sector partners such as local Mind organisations and Citizens Advice. The service has been embedded in local communities through partnership working including social care, CAMHS and Community Mental Health Teams.
Contact for further information	Name: Llinos Edwards (iCAN lead) Email address: Llinos.Edwards2@wales.nhs.uk Webpage link: https://bcuhb.nhs.wales/health-advice/mental-health-hub/i-can/ Name: Chloe Mangnall (RPB Team contact) Email address: chloe.mangnall@denbighshire.gov.uk
Funding	• Total investment - £1,049,738 • WG RIF investment - £455,000 • Partner match funding investment - £564,972 • Social Value investment - £1,019,972.00 • Unpaid Carers investment - £0
Priority Population Group	People with emotional and mental health/wellbeing needs.
Footprint	This is a regional project.
Scheme Operational Date	iCAN was developed through 'A Healthier Wales' transformation funding, commencing in 2019.