

# Jami matters

## Our people

Occupational  
therapy at Jami

## Our brand

A new look  
for Jami and  
Head Room

## Our impact

Jami's  
achievements  
in 2022



Mental health problems  
aren't something you  
have to cope with alone.

# STRUGGLING TO COPE?

## Help is at hand.



If you need support or are  
supporting someone else, visit  
[jamiuk.org/get-support](https://jamiuk.org/get-support)  
or call **020 8458 2223**

For immediate help,  
contact Shout's 24/7 crisis  
text service.  
Text **Jami to 85258**



For free, anonymous online  
counselling and emotional  
support, visit [qwell.io/jami](https://qwell.io/jami)

**Jami**  
Mental Health  
for our Community

[jamiuk.org](https://jamiuk.org) | **020 8458 2223**

 JamiPeople |  JAMIMentalHealth

 jami\_uk |  Jami UK





# Welcome

The next several months promise to be an exciting and busy time for us all at Jami. After closing our Head Room café in Golders Green for three months to expand and develop the space, we are looking forward to it being fully up and running in the new year. It's going to be bigger and better than before, with an updated look and vibe, an improved menu, and more support sessions to benefit the community. I encourage you to pay us a visit and see for yourselves. I know you won't be disappointed.

Our annual Mental Health Awareness Shabbat on 20–21 January will be celebrating the theme of community. We hope you will join us to mark this special Shabbat, which provides a perfect opportunity to talk and learn more about mental health and look at ways we can support one another. I hope to see an impressive turnout as synagogues, schools, youth and university groups, organisations, individuals and families come together to work towards building a community that has the knowledge and capability to deal with mental health, as well as being more accepting and inclusive.

And finally, our Children and Young Person's (CYP) pilot project has been receiving positive feedback from JCoSS students and come the Spring, when we enter phase 2, I am delighted to announce that we will be partnering with JFS too. This means that the young people we are currently providing one-to-one support to, helping them to manage issues such as anxiety, depression, disordered eating and low self-esteem, will increase from 30 to 60.

Currently, JCoSS students make up half of the 11–18-year-olds already benefitting from the service. The other half are the children of people using Jami's Carers and Family Support service. From Spring 2023, we will be able to support a further 20 young people from JFS and a further 10 from the community, addressing a vital need in the community which, until recently, had previously gone unmet.

In the meantime, thank you for joining us to grow our community's engagement and understanding of mental illness and for helping us to build a mentally healthier future for us all.

Wishing you a happy Chanukah.

**Laurie Rackind**  
Chief Executive



For the latest news follow us:

 [jami\\_uk](#)

 [JAMIMentalHealth](#)

 [JamiPeople](#)

**visit [jamiuk.org](http://jamiuk.org)**

An illustration featuring a large orange circle at the top, resembling a sun, with the word "People" written in white inside it. Below the sun, several blue line-art hands are shown in a supportive grip, with some hands holding others. The style is simple and graphic, using only blue lines on a white background.

People

# Occupational therapy at Jami

The current recruitment climate in health and social care is challenging, with many health and social care professionals unaware of the incredible roles and career paths that exist within charities. Louise Kermode, director of services at Jami and an occupational therapist, decided to put the record straight. Here she explains why occupational therapists should consider a job in the voluntary sector and what a role in a charity could offer.

I recently asked a group of occupational therapy students if they had considered a career in the charity sector. It was clear that, despite the growth of role emerging placements (Dancza et al, 2019) and expanding the conversation about occupational therapy

in diverse settings (Withers & Shann, 2008, RCOT, 2019), the expected path is to graduate and work in statutory settings such as NHS and social services. This was my expectation too. When graduating 10 years ago, I was searching for NHS jobs for a band 5 rotation.

**Jami is an ambitious charity. It has grown in size and reach over the last 10 years.**

All that changed when I received a placement offer from Jami. It quickly became clear how vital these community-based charities are and how much of a difference they make in people's lives. Without many of the constraints that exist in the NHS and social services, charities are in a unique position to provide person-centred support to people in a creative and innovative way.

There is a diverse interplay between faith and culture within the Jewish community. Jami provides an incredible sense of community, belonging and identity for those working for it and receiving its services. As a student, I felt supported, encouraged and part of something, so I jumped at the opportunity to start my career as an occupational therapist at Jami.

Jami is an ambitious charity. It has grown in size and reach over the last 10 years from a staff team of approximately 20 people in 2012 to over 100 today. In a year, we can have over 27,000 interactions with individuals, such as one-to-one sessions, home visits and group support.

We employ occupational therapists, social workers, mental health practitioners, and peer support workers with the mission to enrich and save the lives of people impacted by mental illness, distress, and trauma in the

**“There is a diverse interplay between faith and culture within the Jewish community. Jami provides an incredible sense of community, belonging and identity for those working for it and receiving its services.”**



Louise Kermode, director of services at Jami and an occupational therapist

Jewish community and beyond.

I am privileged to have been part of this journey. During my first year as an occupational therapist, I became the recovery champion at Jami. This involved being part of a group that implemented organisational changes to embed recovery principles and values. I was given the opportunity to be part of industry conferences, further my knowledge through training and implement ideas in practice. Being part of the introduction and development of peer support at Jami has also been a highlight. This has shaped my own practice as an occupational therapist and directly influences the way I lead service development.

As the organisation grew, so did my role, and towards the end of 2019, I became director of services. Not long after this, the pandemic arrived. COVID and the measures taken to prevent it from spreading had become a barrier to delivering services and were creating widespread occupational disruption and deprivation, further exacerbating existing inequalities. Amidst the crisis, I drew on my occupational therapy skills and frameworks, working with my team to assess the situation, identify needs, plan interventions, implement and evaluate. The occupational therapy process can apply to problem-solving on many levels including in teams and organisations.



A vital part of my role is creating the environment needed to operate our services, access the necessary tools and resources to carry out our work and ensure we are all working towards the same goals. Ultimately to safely and effectively support people who use our services. This has entailed being part of a strategic review to clarify our purpose, mission and ambitions for the future. Client-centred practice, autonomy, equality, choice and a focus on occupation all informed this process. Despite my role not being occupational therapy-specific, I am still very much working through my occupational therapy lens, models and frameworks.

The charity sector, and Jami specifically, has been an environment in which I have developed personally and professionally. I enjoy how diverse my role is. The opportunities for learning are plentiful and I can see the impact that building supportive communities has on people's lives. I get to work with an incredible team, collaborate with other organisations across health and social care, and work with universities to shape the future of our profession. One of the main challenges is that the voluntary sector is complex, and it can be difficult to navigate at times. Remembering the importance of reflection and taking time to press the

pause button is essential. National policy highlights how important the voluntary sector is in responding to health and social care needs (Long Term Plan, 2019; Five Year Forward, 2014). However, there is a lack of clarity in health and social care about the role the voluntary sector plays in service delivery and the challenges within the sector (Baird et al., 2018; Croft and Currie, 2020). It is highly competitive and diverse in terms of size, dominance and organisational culture.

This calls for increased use of outcome and impact measures and the application of evidenced-based practice. It's a

growing and vital sector where occupational therapists can really make a difference.



**This article was reproduced with permission from The OT Magazine, where it was first published in July/August 2022. [ot-magazine.co.uk](https://ot-magazine.co.uk)**





# A new look for Jami



Over the past few months, the eagle eyed among us may have noticed some gradual changes to Jami communications.

**W**hen developing our five-year strategy last year, a vital part of our process for developing our services and resources was feedback and insight from our users and stakeholders about all aspects of our work.

We're excited to share that we have updated our website and communications resources to make them more accessible, easier

to navigate to find the support users need and more relevant to a broader range of audiences, with new and refreshed content that reflects the current mental health challenges our community is facing.

When Head Room re-opens in Golders Green next month, it too will showcase an updated look and feel, reflecting how the café itself is a tangible representation of Jami services and a welcoming,

collaborative and inclusive space.

Ensuring a visual connection between Jami and Head Room was very important to us, while retaining the essence of what has been for the past six years a mutually supportive community hub. Head Room is so much more than a café. It is truly a place to connect – with Jami's experienced mental health professionals, with each other, and with the wider community.



**THE NEW HEAD ROOM IS COMING SOON.**







# Increasing our understanding of mental health

You may have seen it in the newspaper. You may have seen it on social media. You may even have seen it on the back of a bus. We're talking about Jami's Understand Mental Health campaign, which features real-life experiences of some of our service-users, staff and volunteers, with the aim of improving the community's understanding of mental health, how it affects each of us, and the importance of getting support and helping others.

**O**ur campaign, which first launched with 'Understand Mark', was the next step for Jami in educating the community about mental illness after years spent raising awareness about mental health and its impact on people's lives

through events such as the Jami Mental Health Awareness Shabbat every January. Through this latest campaign, we hope to increase understanding about some of the symptoms of mental illness, as well as the ways in which Jami can support

adults, children and families to manage their mental health. The campaign also brings home how any one of us can be affected by mental health problems, irrespective of age, gender, employment or economic status, and that stigma should no longer be a



barrier to any of us seeking support.

We are extremely grateful to Mark, John, Jacs, James, Maneesha, Karen, Simon, Jess and Laurie for allowing us to share their stories, to our education team for their expertise in all mental health matters, and to Naomi who was instrumental in highlighting our family support service.

The launch of Understand Mental Health was also timely, given that over the past two-and-a-half years Jami has seen more than a double increase in the hours of support delivered in response to the Covid crisis and increasingly the economic crisis, both of which have had a devastating toll on our mental wellbeing. Demand for help from our Carer and Family Support service has trebled since the start of the pandemic and we

have received at least twice the number of requests for support from young adults. As Laurie Rackind, our chief executive, explains: "Many of us have become much more aware of our own mental health and its importance to our overall wellbeing, but we need to know that at any given time at least 25 per cent of us are actively dealing with a diagnosable mental health problem. Developing our understanding about mental distress and the impact it has will enable us to better recognise how our family, friends or colleagues may be feeling and make ourselves available to listen,

support and signpost to professional services as best we can."

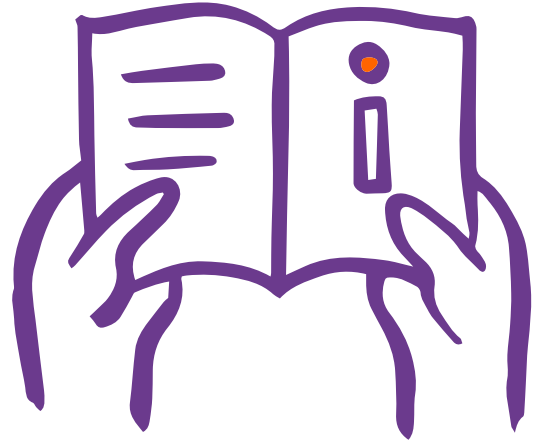
Since the campaign launched it has been heartening to hear conversations throughout our community about mental health and to witness the increasing requests for Jami to provide training and support to schools and organisations, to equip teaching staff and people in the workplace with the skills and knowledge to deal with issues that arise. Here's hoping we are well on the way to creating a more resilient, inclusive and supportive community.

**Jami**  
Mental Health  
for our Community

**Understand  
Mental Health**



# What we have achieved so far this year



We continuously evaluate the outcome of our work, taking the learnings to improve our services.

**O**ur [impact model](#) shows how our activities lead to the changes that we want to see for individuals and the wider

community. Our vision of how we continue to transform mental health in the Jewish community is outlined in our [strategic plan](#).

## Case study Sarah's story



**Sarah is in her 50s and struggles with severe and debilitating health anxiety. Unable to work regularly because of her physical health conditions, she had lost her sense of purpose and confidence.**

She has used Jami's services for a number of years, including weekly peer support sessions. These provide a safe space for Sarah to express her emotions freely, which she finds difficult to do with others. Recently, her peer support worker encouraged her to apply for a volunteering role with Jami, which has given Sarah a new sense of purpose and belief in herself.

Because of Jami's help, Sarah is now able to attend medical appointments alone and better manage her medication. She also successfully secured a grant to make home improvements.

Sarah says: "Everyone at Jami goes above and beyond. Jami is always there when you need support – always kind and non-judgmental."



## Advice and advocacy

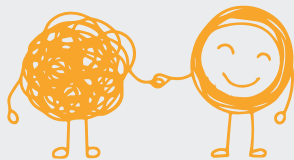
Guiding people through the challenging journey of navigating mental health services and providing emotional support and expert advice from the moment someone contacts Jami.

**402** people

received up-front support

**Two and a half**

times more than in the previous year



On average we responded within two to three working days to people calling Jami for the first time

**90%**

of those who received upfront support felt that they knew more about the support available and their options

**We responded to**

**43** requests for short-term advocacy support.



## Treatment and support

Providing professional, person-centred and peer support services, for young people and adults with mental illness as well as their families and carers.

**116** new referrals to our Carers and Family Service.



**668**

people benefitted from individual and group treatment and support, on average 400 people every month. One fifth of these people were new to Jami.



**11,804**

interactions with individuals, such as one-to-one sessions, home visits and group support

We launched a pilot programme supporting

**30 children and young people aged 11-18**

Individuals told us that they felt more mentally healthy, more involved in decisions that affect their lives, and better able to control and manage their lives (as measured by our outcomes scoring tool, IROC)

## Education and campaigning

Providing education and training, developing collaborative partnerships, reducing stigma and building mutually supportive relationships across the wider community.

Jami Education delivered

**104 events**

with over

**1,226 attendances**

including mental health first aid training for schools and organisations



More than

**1,775**

**people attended**

over

**328 events**

through our Head Room café 'mental health on the high street' support programme



---

**80% of people**

who attended our education events felt better equipped to respond to others/and or themselves experiencing mental illness or distress



To hear what our service users thought, check out the full results from our latest annual service- user survey [here](#). We will be running our next survey in Spring 2023.

To read the full Impact Report, go to [jamiuk.org/impact-report](https://jamiuk.org/impact-report)





# There are many ways to get involved and improve mental health awareness.

## Volunteer



Volunteer your time and skills and make new connections, to help deliver our vital work.

## Challenge yourself



Challenge yourself and have some fun while raising vital funds for Jami.

## Regular Giving



A regular donation helps us to plan better and is easy for you to set up and manage.

## Celebrate



Celebrate your special occasion by asking friends and family to give a gift to Jami.

## Legacy



Leave a gift in your will to Jami.

## Learn



Learn about how you can better support your own and others' mental health on one of our specifically designed courses.

For details on how to get involved

visit

[jamiuk.org/get-involved](http://jamiuk.org/get-involved)





## Final gift brings hope to many

**W**hen Freda Kaplan's parents passed away in Israel, leaving money from their estate that had to be kept in the UK, Freda and her siblings knew exactly who to give it to. "We felt Jami was a charity they would have been pleased and proud to support and thought it was the best place for their money to go," she says. "They knew people in their lives with mental illness. I remember my mum having an hour-long conversation with one particular lady every week. I saw how much empathy my parents had towards everyone and how it made all kinds of people feel comfortable in their home. They were the sort of people who did, rather than just talked about doing. In Israel, Dad was the first person to give money at shul. But my parents were quiet and unassuming. So it also seemed fitting that their money should go to a charity that seems to receive less of the limelight too."

Freda and her family made Aliyah in 1978. Her mum grew up in London; her dad in Leeds. And Freda spent from 2011–2018 as Rebbetzin of Hampstead Garden Suburb synagogue. "When my family arrived in England to take up office, we made ourselves familiar with all the charities so that we could be a conduit for many of our congregants requiring different support," she explains. "Many of them used Jami's services and I still remember visiting the centre that was in Golders Green at that time. I saw how Jami's incredible support gave people a sense of stability when they were struggling with their mental health and the opportunity to see the light."

But Freda, her brother, Simon, and her sister, Rachel, felt Jami was a worthy recipient for other reasons too. She explains: "There are many causes in the Jewish community, such as vulnerable children and cancer, that are easy for people to connect with.

When it comes to mental illness, I think that's less so. While mental illness is a very difficult condition to live with, it can also be difficult to openly admit you have it. And because people don't always talk about their struggles, this makes fundraising for Jami even more of a challenge."

Although Freda now believes that the situation is changing and that the importance of good mental health is starting to get the attention it deserves, she feels it has been a long time coming and hasn't been easy. "I think mental illness deserves all the support we can give it and I think it falls to all of us to bring in the money on Jami's behalf." We just hope that many more people feel the same way.

**If you would like information about leaving a gift in your will to Jami, please contact Jeremy Kelly, head of fundraising, at [jeremy.kelly@jamiuk.org.uk](mailto:jeremy.kelly@jamiuk.org.uk) or call 07727 175 150.**



# BE PART OF JAMI'S

# Mental Health Awareness Shabbat

**Jami**  
Mental Health  
for our Community

**20-21 January  
2023**

**Jami's Mental Health Awareness Shabbat (MHAS) is fast approaching, so what will you be doing to help mark this special event?**

It's the perfect opportunity for everyone to come together to raise awareness of mental illness and to take time to focus on our mental health and wellbeing.

And to help make it extra meaningful, we have produced a new MHAS toolkit with sermons, youth activities and other great resources. We also have a programme of events and can arrange speakers and sessions for your synagogue, youth group or JSoc.



**To view the toolkit and details of our special MHAS programme of events, go to [jamiuk.org/mhas](https://jamiuk.org/mhas)**

**To arrange a speaker or session for your community or for more information, email [laura.bahar@jamiuk.org](mailto:laura.bahar@jamiuk.org)**

**[jamiuk.org](https://jamiuk.org)**

**#MHAS23**

 JamiPeople  JAMIMentalHealth  jami\_uk  Jami UK



**We're the go-to service for mental health in our community. We're here for anyone who needs us, providing treatment and support, advice and education.**



**[jamiuk.org/understand](https://jamiuk.org/understand)**  
**#understandmentalhealth**

👤 JamiPeople 📺 JAMIMentalHealth  
📸 jami\_uk 📺 Jami UK

**Jami**  
Mental Health  
for our Community

**Understand  
Mental Health**