Winter 2024 jamiuk.org Jami **Our impact** Jami has helped Carly turn her life around Our services **Head Room** introduces community befrienders Our expertise **Protecting our** young people in this digital world

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



Make your celebration extra meaningful by requesting friends and family donate to Jami instead of giving you a gift.



Give your time and skills to help deliver our vital work. We have many roles available and are especially looking for volunteer befrienders who can provide practical support and friendship to someone who may be feeling lonely or isolated because of their mental health issues.



Including a gift in your will to Jami is an incredible statement that will have a lasting impact on the lives of people with mental illness and distress.



From the London marathon to cycling and trekking challenges, there are plenty of events for you to test yourself and support our work.



Honour a loved one by giving to Jami in their memory.



Set up a regular donation to Jami through your bank or workplace giving. It helps us plan our services better and is easy for you to do.



Help your synagogue to take the next steps to better mental health by engaging others and raising awareness about mental illness and distress in your community.

For details on how to get involved jamiuk.org/get-involved

Welcome

t has been eight months since
Jami joined Jewish Care and it's
heartening to see how well we
are all working together. Jami staff
have been warmly welcomed by their
Jewish Care counterparts and our
services continue to function with the
same expertise and empathy that
have always been the essence of
Jami.

We are delighted to announce that our Children and Young Person's service, featured in the last issue of Jami Matters, will be rebranding to become the Dangoor Children and Young Person's service, following a generous donation from the Dangoor family. With this new funding, we will be expanding the service to increase referrals from the community and parents, to support more young people who are living with mental health difficulties.

Our Talking Therapies service, introduced in March 2023, is now fully established, with a team of 28 therapists. We've been receiving 100 per cent positive feedback about the service and are seeing quite substantial improvements in the core outcome measures we use to assess people's psychological status before and after therapy.

But these two services are only part of what we are doing to support the community's mental health. We have also developed resources to help people make sense of their feelings and reactions following the 7 October attacks, the consequential rise in antisemitism and the ongoing war in the region. On page 10, we provide tips from these resources to help us manage better.

The introduction of volunteer community befrienders to Head Room, our social enterprise café in Golders Green, is another way that people wanting a listening ear or some friendly company can get one-to-one support. You can find out when our befrienders are available and everything else that Head Room has to offer on pages 6–9.

Now Jami is part of Jewish Care, there are other services that you or someone you care for can access if you're not doing so already. Read more on pages 17–19, where we highlight what support is available.

And finally, we are really excited about our forthcoming Jami Mental Health Shabbat and hope you will get involved in your community and host a Shabbat meal for family and friends.

We value your continued support and would like you to know that any donation you make to Jami will specifically fund our mental health services in the community.



Louise Kermode
Director of Community
Mental Health Services



Daniel Carmel-Brown CEO



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JAMIMentalHealth



JamiPeople

visit jamiuk.org

Our impact

Jami is here for when mental illness and distress makes everyday life a struggle. Over 1,600 adults and young people receive Jami's support. Thirty-eight-year-old Carly is one of them. Since approaching Jami,

Carly receives regular one-to-one peer support, attends our community programme at Head Room and has benefitted from our advocacy service. Here, Carly explains how Jami has helped her to turn her life around.



I was struggling with just being. I didn't like who I was in any way, shape or form. I had nothing left in me. I had no hope, no willing", says Carly, who has had mental health issues since she was 11 years old. Unable to picture a future where things could get better, Carly approached Jami for support.

In October 2023, Carly started seeing Sophia, a Jami senior peer support worker who has lived experience of mental illness herself. Carly says, "I would come down from Colchester, where I was living at the time, to have weekly one-to-one sessions with Sophia. Because she's been where I've been, I don't need to explain. She understands what it's like to go through struggles."

Carly continues, "Sophia also helped me to get out of the horrible environment I was living in. All my family live in London and I didn't have any friends or support in Colchester. I was isolated and in a very dark place. The decision to move from Colchester to Golders Green was one of the best decisions I've ever made."

Since moving to London, Carly has continued to see Sophia. "I talk about what's going on in my brain and in my life and she offers me examples of how to put boundaries in place and validates how I feel and the decisions I make. I feel lighter after a session with Sophia and really benefit from them. It helps me just knowing she's around."

Sophia also recommended that Carly start coming to the free daily groups and activities at Head Room, which offer peer support, mutual care and social connection in an informal, relaxed and welcoming environment. Carly says, "Head Room has become my safe space. I feel comfortable coming here on my own and practically live in the café. Before coming to the groups at Head Room, I hadn't been out for two years. Now I find being around other people helps me. Through the groups I've come to realise that I'm not alone and that there are others who understand. They give me the space and opportunity to be however I am. I enjoy the connections I make. We all learn from each other and support each other in whatever

way we can. And I've made some new friends.

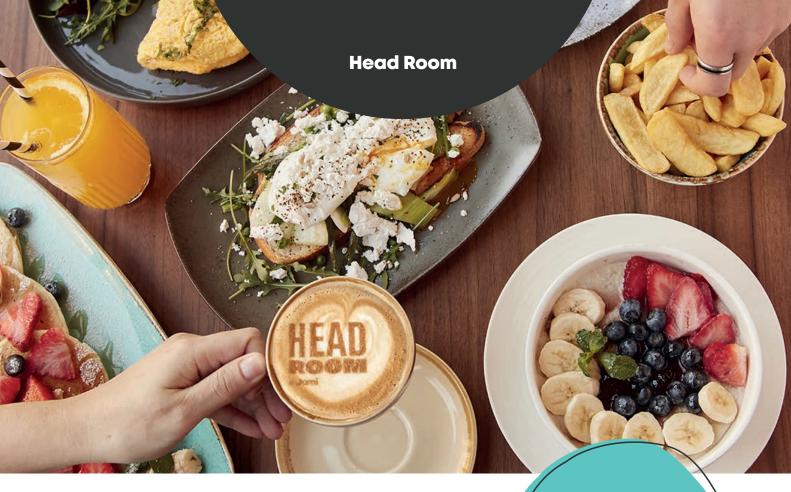
"The staff and volunteers at Head Room always have a smile on their face and they make me feel better, wanted and cared about. I'm not just a name or a number to them, but an actual person. I'm accepted – whether I'm happy or crying.

Carly adds, "I wouldn't be here right now if it wasn't for Sophia, Jami and the staff at Head Room. I feel like I've got the right people helping me with the things I need.

I had no quality of life before Jami and didn't feel I deserved one. I just wanted to disappear. But Jami helps to normalise mental illness. You're not looked down on. Instead, you're built up. And Sophia is a great role model for me. I really look up to her and she has given me hope that things can get better."

"I wouldn't be here right now if it wasn't for Sophia, Jami and the staff at Head Room. I feel like I've got the right people helping me with the things I need."





A café for sustenance, simchas, social connection and support

HEAD ROOM by Jami

Head Room, Jami's social enterprise café in Golders Green, has so much to offer everyone. Whether you're looking for a place to meet a friend for coffee, enjoy a delicious kosher meal, have a business meeting or just chill out, Head Room is the ideal location.

ow available to hire, it is also a perfect setting for your own celebration or a corporate event. And the great part is that the money you spend supports the community's mental health, because all profits from Head Room

fund Jami's mental health services at the café and across the community.

We could wax lyrical about what a wonderful café Head Room is, but we decided to let our customers do the job for us. Here's what some of them had to say...

"Everyone is so welcoming and friendly. It's always a positive experience."



"It has the nicest atmosphere of all the cafés in Golders Green, plus I like the food."

"We had a wonderful farewell dinner for our Executive Director last night at Head Room and everything went off perfectly. The room was lovely, and the food was delicious. The staff were most helpful."

"It's such a relaxed café and not too noisy."





"This place is amazing, and such a good initiative in our community. For one, it's a place full of resources for mental health and wellbeing, with zero stigma and shame. For two, the food and drinks are amazing. They have delicious baked goods (in particular, the brownies, cookie bars and babka are unreal!). The prices are reasonably cheap for kosher food and for the area, but knowing the money goes to such an incredible cause makes me feel good to eat here:) We love you Head Room café!

"The atmosphere in the café is so friendly, relaxed and comfortable."

"I like the vibe here."



"I always find the café warm and welcoming."

"It is our first time here and we loved the food, price, music, location, staff and the meaning of the place. If I lived nearby, I would be here every day."



For simchas

When you hire Head Room, you get more than just a fantastic venue. By also helping others to benefit from Jami's support, you'll enjoy a more meaningful celebration or worthwhile meeting too.

Head Room offers flexible packages to suit your needs, whether you're planning a celebratory party, special dinner, business meeting or corporate event.

From stand-up buffets to sit-down meals, our café can accommodate up to 170 guests for a buffetstyle event and up to 90 guests for a sit-down meal. Our talented chefs can work with you to create the perfect menu for your occasion, including wines and signature cocktails.

We have a late-night alcohol and music licence and are just a five-minute walk from Golders Green station, although there is on-street parking right outside and in nearby roads.

What's more, our expert event-planning services can assist you in organising AV requirements, decorations and any additional touches to ensure your event is a success.

HEAD ROOM

"We hired Head Room for Sheva Brachot and were so pleased we did. I'd 100% recommend it to anyone looking for somewhere a bit different to hold their simcha."

To find out more about our venue and how we can help, email us at headroomcafe@jamiuk.org or call 020 3301 0274.

For social connection and support



What makes Head Room special and unique is its free community programme, open to everyone in the community who may be looking for support with their mental health or just some company. This peer-led programme offers creative sessions in art and writing, a

weekly walking group, discussions, and a chance to chat with others in an inclusive and mutually supportive environment. Anyone can access Head Room's Kind Co-Working sessions on Zoom too, where you can get on with personal projects in a shared online space.



We are also excited to announce our new volunteer community befrienders at Head Room

Gideon Levy, one of Head Room's community development facilitators, says: "We realised that there were groups, events, social connections and partnerships in the café. However, some people find a group event too big and prefer one-on-one."

And that's where the idea was born to provide opportunities for people to drop into the café and speak one-to-one with a volunteer community befriender, who provides a warm listening ear to anyone wanting a chat or some friendly company.

Caryn, who was already volunteering at Head Room's Sunday Socials and art group on Mondays, decided to become a community befriender.

She says: "As a befriender, I am here for anyone visiting Head Room to have a one-to-one chat, provide support and hopefully make someone smile and feel a bit better, especially if they are feeling lonely or isolated. I'm happy to play board games or just listen."

She is one of 12 befrienders who have now been recruited, trained and inducted into the friendly life of the café. Other befrienders include some of our own community members, who take part in the daily groups and activities at Head Room. Gideon says: "Head Room's befrienders will usually have a sign on their table welcoming you to join them, so do feel free to introduce yourself. If you can't find one,

café staff

and they

will point

Head Room's befrienders will usually have a sign on their table welcoming you to join them, so do feel free to introduce yourself. If you can't find one, ask one of the café staff and they will point you in the right direction.

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Head Room's community befrienders are available at the café from 2-4pm, Monday to Thursday; as well as 10am–12pm from Wednesday to Friday.

To find out what's on, visit headroomcafe. org/communityprogramme

To join a session or for further information, go to jamiuk.org/ headroom or follow us on Facebook or Instagram for the latest info:

@headroomcafe



Looking after ourselves

How to look after ourselves post 7 October

The 7 October attacks, the consequential rise in antisemitism and the ongoing war in the region continue to have an undeniable impact on the mental health and stress levels of people in the Jewish community.



ecognising that many of us are finding it difficult to look after ourselves, Jami has developed a range of resources to help us make sense of our feelings and reactions. Here we share some tips from them to help you manage better.

Befriending our feelings

If we are feeling a range of emotions, that's perfectly normal. Try to carve out some time every day to check in with ourselves. We can also channel our feelings in healthy ways by sharing with others, doing something creative or exercising.

Maintaining a routine

When life feels uncertain, maintaining a routine can help us feel grounded.

Routines can also provide a sense of familiarity that is comforting.

Screen time and self care

News and social media can help us feel connected. However, we can increase our anxiety by spending too much time scrolling. To create healthy boundaries, set a time limit. And to help improve our mood, try reading, exercising or socialising with friends. Yoga, mindfulness or a hobby also lowers stress.

Refresh relationships

Dealing with people who may have different views to us can make us feel lonely or abandoned. If we want more support from others, we might need to tell them that, using "I"

statements about how we are feeling. For example, "I'm feeling quite isolated at the moment. I'd like to talk more. How does that sound?"

Supporting young people

It's important to listen to young people's concerns. Be prepared to discuss social media and the impact it's having. If their feelings are overwhelming and you feel you cannot cope with supporting them, loop in the school counsellor or other services.

Remember that it's essential to show ourselves kindness too. Trying to soothe ourselves with activities we know can help ease our anxiety is the least we can do to keep hope through this stressful period.

To access our range of resources, visit jamiuk.org/understand-our-reactions For Jami's support, visit www.jamiuk.org or call 020 8458 2223.

Our impact



How we've been changing lives

We believe we must continue to meet the changing needs of our community and deliver on the promises that we make to those who seek our treatment, support, advice and training.

onsequently, we continuously evaluate our work, listen to the views of those who use our services, and take these learnings to improve what we do and how we do it. Over the past financial year, we have achieved the following.

"Jami has given me confidence and understanding of how to look after myself in difficult situations."

Advice and advocacy

We supported

575 people

at our "front door" seeking advice, information or signposting. Guiding people through the challenging journey of navigating mental health services and providing emotional support and expert advice from the moment someone contacts Jami.

In an SMS survey we sent out:

82%

of people felt listened to with compassion and understanding by Jami staff. 90%

knew more about the support available and their options.

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.

1,056

people benefitted from individual/ group treatment and support –

a 12% increase on the previous year.

We supported

95 riskmanagement
plans for those
experiencing risk,
including risk of harm to
self, harm to others, and
risk of suicide or suicide
attempt.

There were

31,962

interactions with individuals, including one-to-one sessions, home visits and group support –

almost 20% more than last year.

We conducted

14,132

one-to-ones with clients

In our regular carers' service review:

90% of carers said the service helped them to feel less isolated.

84% said they got the support they needed to think about their future needs and wellbeing.

In our annual survey, we heard that Jami has enabled people to feel supported and improved their quality of life.

For many, our services have helped them to connect with others, provided someone to talk to, and supported them to feel less alone.

For some, Jami has literally saved their lives.



Education and campaigning

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



Jami Education delivered

127 events

reaching an estimated

1,700 individuals

There were

5,409 attendances to 474 events

through Head Room's "mental health on the high street" community programme.

82%

of regular attendees to Head Room's community programme reported that being part of it has helped them to be more compassionate to others.

Since October 2023

our education programme focused on supporting the Jewish community to understand our responses to the crisis in the Middle East.

We ran 17 events with 357 attendances on this topic

Following educational events:

91% said they felt better equipped to respond to others and/or themselves experiencing mental illness or distress.

95% agreed that they gained knowledge, skills or ideas about the topic of the training/session.

"Jami has completely changed my life. I now feel able to talk about my issues in a safe space and build strategies to cope with my issues."

"Attending Jami's hub has been a life saver – a welcoming, non-judgemental and caring environment."

"Having someone listen compassionately whilst offering sensible advice and feedback was a game changer for us."

"It is difficult to be a carer to someone with mental health issues. You always think about them, do things for them and talk about them. It's nice that someone cares about you, supports you and wants to hear about how you are doing."

The above quotations are taken from Jami's annual service-user survey. Quotes are anonymous to protect the identity of those using Jami's services.

Protecting our young people in this digital world

We are increasingly living our lives online and it's normal to be worried about young people's screen time. We know that less is more and balance is everything, but how can we foster a healthy relationship with technology for our young people? Emma Dorman, Jami's Senior Education Coordinator CYP Education Lead, gives us the lowdown.

Understanding usage

eenagers use screens for a variety of reasons. Some of them are vital to their development, for example, connecting with peers. Removing them from the digital world isn't an option. Rather, engage in open dialogue with your young person, hear their thoughts, agree boundaries and find balance together, where possible.

Connecting through conversation

Before talking with your teen, check your knowledge of online platforms, for example, age-appropriateness and privacy/security settings. Think together about compromise – whether that's setting time, platform

or content limits. Ensure they also understand online safety. As the adult, it's up to you whether or not to access their social media, but consider your teen's privacy and how to foster respect while doing so.

Believing in balance and boundaries

Finding balance can be tricky. It needs to be age

and stage appropriate. Try and aim for consistency too. Everyone needs to know who can watch, when and what they can access. Set expectations around screentime – for example, 30 minutes after homework and no screen time at mealtimes or before bed. Consider limiting your own usage and role-modelling healthy consumption.



A safe set up

Some young people may share personal experiences to foster connection. Discuss thinking critically about why they are posting and the impact on themselves and others. Suggest they create a post but don't publish immediately. By pausing before posting, they can get some distance from these feelings or do something to help shift their mood.

Managing mood

Content we upload and consume can impact our feelings. Compare and despair happens when we negatively compare our lives with the ones online, forgetting that we are seeing the highlight reel. We may also feel lonely if

we see others socialising without us. Sometimes stepping away from the screen and fuelling our mental health in other ways can be helpful.

Curating content and comments

The content young people view on social media is important. Encourage selectiveness with who they follow and what they see. Remember, algorithms mean the more you click on something, the more you see it! Choosing carefully can help boost rather than lower mood. Their curated posts and comments are important too. Encourage them to be genuine and engage online appropriately.

Managing maliciousness

Some people use online platforms to cause offence and thrive on the anonymity of the digital world. This can include cyberbullying and trolling. Talk to your young person about this and ensure they know what to do if it occurs. Tell them to show a trusted adult and get support to report it.

Overarchingly, we can help our young people set healthy boundaries and foster a positive relationship with technology. Have open, ongoing conversations with your young person about their usage and keeping safe. Help them think critically about digital consumption and content, considering the impact on themselves and others.

Jami launches new guides for schools and families

Jami, as part of the Emergency Response Initiative Consortium (ERIC), has launched a set of revised and new guidelines for schools and families on coping after a suspected suicide or sudden traumatic death.

While it is hoped that school communities will not experience the suicide or sudden traumatic death of a school student, ERIC, which also includes Norwood, CST, the Jewish Bereavement Counselling Service, Grief Encounter and PaJeS, wants to ensure that teaching staff and parents have the right tools and are supported in the most effective way.

Schools will now be able to benefit from a revised and improved version of Coping After Suicide or Sudden Traumatic Death: A Guide for Schools, as well as the new Essential Checklist for Schools, which will enable teaching staff to react efficiently and

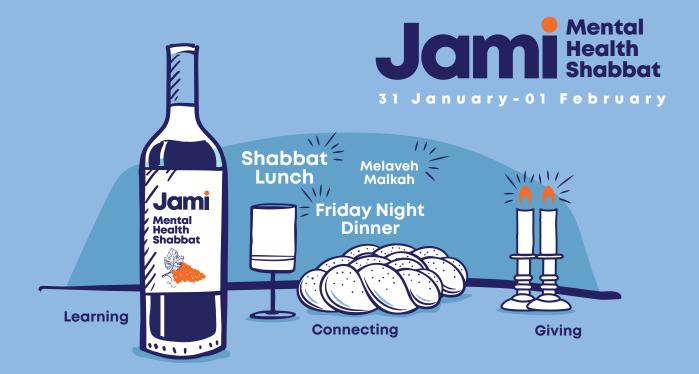
effectively in the event of a critical

incident. There is also a new leaflet for families, Helpful Conversations After News of a Suicide, which offers tips on talking to your young person and signposts relevant services for further support.

If you are a teacher, you may be interested in Jami's free one-hour twilight sessions to explain the guide in more detail.

To find out available dates, visit jamiuk.org/eric





Join us for

JAMI MENTAL HEALTH SHABBAT 2025

For more information, visit jamiuk. org/jmhs

Jami Mental
Health Shabbat is
just weeks away.
There will be lots of
things happening
in the community
to mark this unique
event, so we hope
you'll get involved
and do your bit to
raise awareness of
mental illness and
distress.

Attend a talk

Many synagogues, youth groups and Jewish societies will be hosting their own sessions with speakers, so come along to hear what they have to say about mental health.

Join our Challah Make

Produce your own homemade challah for this special Shabbat by joining us at our Challah Make.

Host a Shabbat Meal

Spend quality time with family and friends while

raising money for Jami's services at the same time.

Use your Jami Mental Health Shabbat toolkit

Providing sermons, youth activities and other great resources, this toolkit will make your Jami Mental Health Shabbat extra meaningful.

Drop into our Community Day at Head Room

Join us on Sunday for an afternoon of activities for all the family – a perfect finale to a meaningful weekend.

Jewish Care's services in the community



Following Jami's integration into Jewish Care in April 2024, we wanted to share some of the services that Jewish Care offers the community, which might benefit you, a member of your family or someone else you know.

Jewish Care Explore

f you need a helping hand when it comes to technology, Jewish Care Explore offers support to all adults within the Jewish community. Max Bianconi, Jewish Care's Digital Engagement and Befriending Manager, says, "We have helped many people with mobile apps, others wanting to go back to work, and those interested in alleviating their loneliness during the day - for example, through learning new skills or playing games."

He believes that being able to use technology with confidence opens so many possibilities. "If you are digitally included, you are consequently socially included because technology has the power to close the gap between isolation, independence and



being able to access the services you need. It puts you in touch with others and brings you together with your community."

Jewish Care Explore's services are based at the Maurice and Vivienne Wohl Campus in Golders Green and the Sandringham campus in Stanmore. People

can use the available equipment independently or with support from the Explore team. Although there are set courses, such as how to use an iPad, the team are finding that customised courses work better for their clients. Max explains, "We mainly provide one-to-one sessions where the client tells us what they want to



learn, and we set up a plan for that. Our team of three staff members and five volunteers really understand what the barriers are for people to get in touch and start a new technology-learning journey. And that gives us an advantage. Many say to us, 'I've been trying to do this for ages and several people taught me this and that, but today you really explained it and I've cracked it."

Many Jami service users are also already working regularly with the Jewish Care Explore team and many more will be able to benefit in the future. "We are hoping to start visiting Jami's hub in Finchley from this month," he says. "I believe digital inclusion and feeling part of something creates a positive experience that can

improve our mental health."

If you would like to find out more, email the team at explore@jcare.org or call 020 8922 2400.

Meals on Wheels

Jewish Care's Meals on Wheels service offers nutritious hot kosher meals straight to people's doorstep. However, according to Naomi Shaanan-Eisen, Meals on Wheels Lead, it delivers so much more. "We're sending meals but we're not a Deliveroo service. For us, it is also about providing care. We want to ensure that members of our community are offered healthy kosher food but, more importantly, we want to enable them to continue living independently for as long as they possibly can."

Naomi's team of eight

staff, together with 150 volunteers, make sure that the operation of delivering 650-700 meals a week to 250 clients across Redbridge. the East End. Southend. and from Golders Green all the way up to Stanmore, runs as smoothly as possible. "We wouldn't be able to do it without our small army of volunteers," she says. "They form connections with our clients. They'll see if someone needs a little bit of attention perhaps a telephone call or other support. And this is what makes the service unique. It's our community approach. People feel good when they've had a hot meal, but when someone feels that they're not alone - that someone came and checked up on them to see if they were OK and had a conversation with

them – that makes people feel really good too. Our great team of volunteers, who are very caring and compassionate, create these wonderful personal relationships. The warmth we offer is not just in the food."

Indeed, the food that is delivered comes frozen because this provides greater flexibility. Not only does it allow for a wider choice of meals, but it also means people can have them when they want. Eighty-nine-year-old Derek, who has been receiving Meals on Wheels three times a week for the past five years, says, "I don't have to worry about preparing food for myself. All I do is just heat the meals up in the microwave before I want to eat them. The dishes I get are very nice, especially the braised beef."

Naomi adds, "We love doing what we do and firmly believe that although receiving Meals on Wheels is just a small part of someone's day-to-day life, they add so much value.

Just having a good meal is a way to get the day right."

To find out how to order Meals on Wheels, visit jewishcare.org/meals-on-wheels or call Jewish Care Direct helpline on 020 8922 2222.

Jewish Listening Line

If you need someone to talk to, the Jewish Listening Line's friendly, trained volunteers will listen to your worries or concerns, however big or small they are. You can chat about anything – be it financial or religious matters, social or personal issues.

Rachel Wenmouth, Head of Social Work, Safeguarding & Mental Health at Jewish Care, says, "People call us for different reasons, but often they feel they can't talk to anyone about their problems. They want someone to listen with empathy and without judgement, while giving as much or as little information as they want.

"Being listened to when you have a problem or are going through a tough time is so important. It not only validates your feelings, but it can also help you find clarity and solutions through sharing the issue. So, while we don't offer advice, the process of listening, in itself, is hugely beneficial to people," explains Rachel.

Anyone aged 18 and older can access the

Jewish Listening Line and callers come from a cross section of the community. Regardless of your gender, sexual orientation or religious observance, this free confidential and completely anonymous service is open to all.

"Some people call us regularly, and some only call once during a particularly difficult time," says Rachel. "And they get in touch for all sorts of reasons - from feeling lonely to having suicidal thoughts, and everything in between. The issues are really varied but we always give people the space to talk, uninterrupted." Hopefully, callers also come away feeling a little bit lighter from sharing their worries with someone who cares.

You can call the Jewish Listening Line on freephone 0800 3096 9249. Lines are open Monday to Thursday, 12pm–12am; and on Fridays from 12–3pm. There is no service on Jewish festivals.





STRUGGLING TO COPE?

Help is at hand.



If you need support or are supporting someone else, visit **jamiuk.org/get-support** or call **020 8458 2223**

For immediate help, text **Jami to 85258**

For help and support, visit jamiuk.org
Telephone: 020 8458 2223 • Email: info@jamiuk.org





