



WHO QualityRights

Act, unite and empower



World Health Organization



QualityRights: Transforming services, promoting rights

QualityRights is WHO's global initiative to improve the quality of care provided by mental health services and promote the human rights of people with psychosocial, intellectual and cognitive disabilities¹. It offers a new approach to mental health care which is rights-based and recovery-oriented.

Within the mental health care context, many people using services are exposed to inhuman living conditions, harmful treatment practices, violence, neglect and abuse. Many are also systematically detained and treated without their informed consent. People report that their experience leaves them feeling hopeless and disempowered.

In the wider community context, people with psychosocial, intellectual and cognitive disabilities are subjected to stigma, discrimination and extensive inequalities that permeate all aspects of their lives. They are denied opportunities to live where they choose, marry, have families, attend school, seek employment and enjoy leisure activities. They are also more likely to experience emotional, physical and sexual abuse than the rest of the population.

Through QualityRights, WHO is supporting countries to put in place policies, strategies, laws and services that are in line with international human rights standards including the Convention on the Rights of Persons with Disabilities (CRPD).

¹ covering dementia, autism and other diagnoses related to mental health

What are the objectives?

- 1** Build capacity to understand and promote human rights, recovery and independent living in the community.
- 2** Improve the quality of care and human rights conditions in mental health and related services.
- 3** Create community based and recovery oriented services that respect and promote human rights.
- 4** Develop a civil society movement to conduct advocacy and influence policy-making.
- 5** Reform national policies and legislation in line with the CRPD and other international human rights standards.

Training tools

These trainings are for practitioners, people with psychosocial disabilities and people using mental health services, families, care partners and other supporters, policy makers, NGOs, Disabled People's Organisations (DPOs) and others .

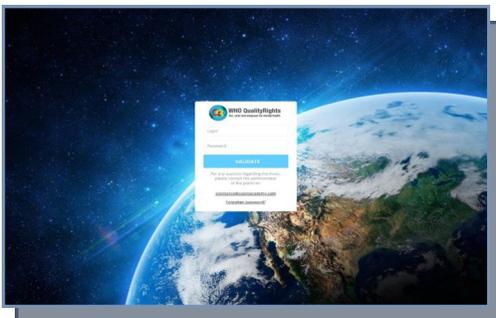


Core modules:

- Understanding human rights
- Promoting human rights in mental health
- Improving the mental health services environment and community inclusion
- Realising recovery and the right to health in mental health services
- Protecting the right to legal capacity in mental health services
- Creating mental health services free from coercion, violence and abuse

Specialised modules:

- Realising supported decision making and advance planning
- Implementing strategies to end the use of seclusion and restraints and other coercive practices
- Promoting recovery in mental health and related services



E-Training

The E-training builds on the face-to-face training modules to reach and engage thousands of people within countries and organisations. It provides an interactive and dynamic environment to build the capacity of all stakeholders.

Available on a country or organisational basis.

Tools for advocacy and civil society

- **Setting up and operating a civil society organization in mental health and related areas**
- **Advocacy actions to promote human rights in mental health and related areas**

Guidance on peer support

- **Providing individualized peer support in mental health and related areas**
- **Creating peer support groups in mental health and related areas**

QualityRights Assessment toolkit

The assessment toolkit provides practical information and guidance on:

- the human rights and quality standards to be met in mental health and related services;
- preparing for an assessment, including establishing a multidisciplinary assessment committee;
- conducting a comprehensive assessment of services, including interviews, observing and reviewing documentation; and
- reporting the findings and making appropriate recommendations on the basis of the assessment



Guidance on improving and transforming services

This guidance outlines how services can be transformed through a collaborative and participatory process to promote recovery and respect for human rights.



WHO Mindbank

WHO MiNDbank is an online platform providing quick and easy access to international resources and national/regional level policies, strategies, laws and service standards for mental health, substance abuse, disability, general health, NCDs, human rights and development, children and youth, and older persons. It is an invaluable tool for policy makers, planners, legislators and parliamentarians, advocacy groups, NGOs and DPOs, researchers and academic, education and training centers. The MiNDbank holds over 6000 documents from 192 countries across the world.

<https://www.mindbank.info/>

WHO QualityRights website:
http://www.who.int/mental_health/policy/quality_rights/en/index.html

**Support QualityRights
Contact us**

Mental Health Policy and Service Development
 Department of Mental Health and Substance Abuse
 World Health Organization
 Geneva, Switzerland

Dr Michelle Funk, Coordinator: funkm@who.int

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