



# WHO QualityRights



*Transforming services and promoting  
rights in mental health*



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**WHO Mental Health Policy  
& Service Development**



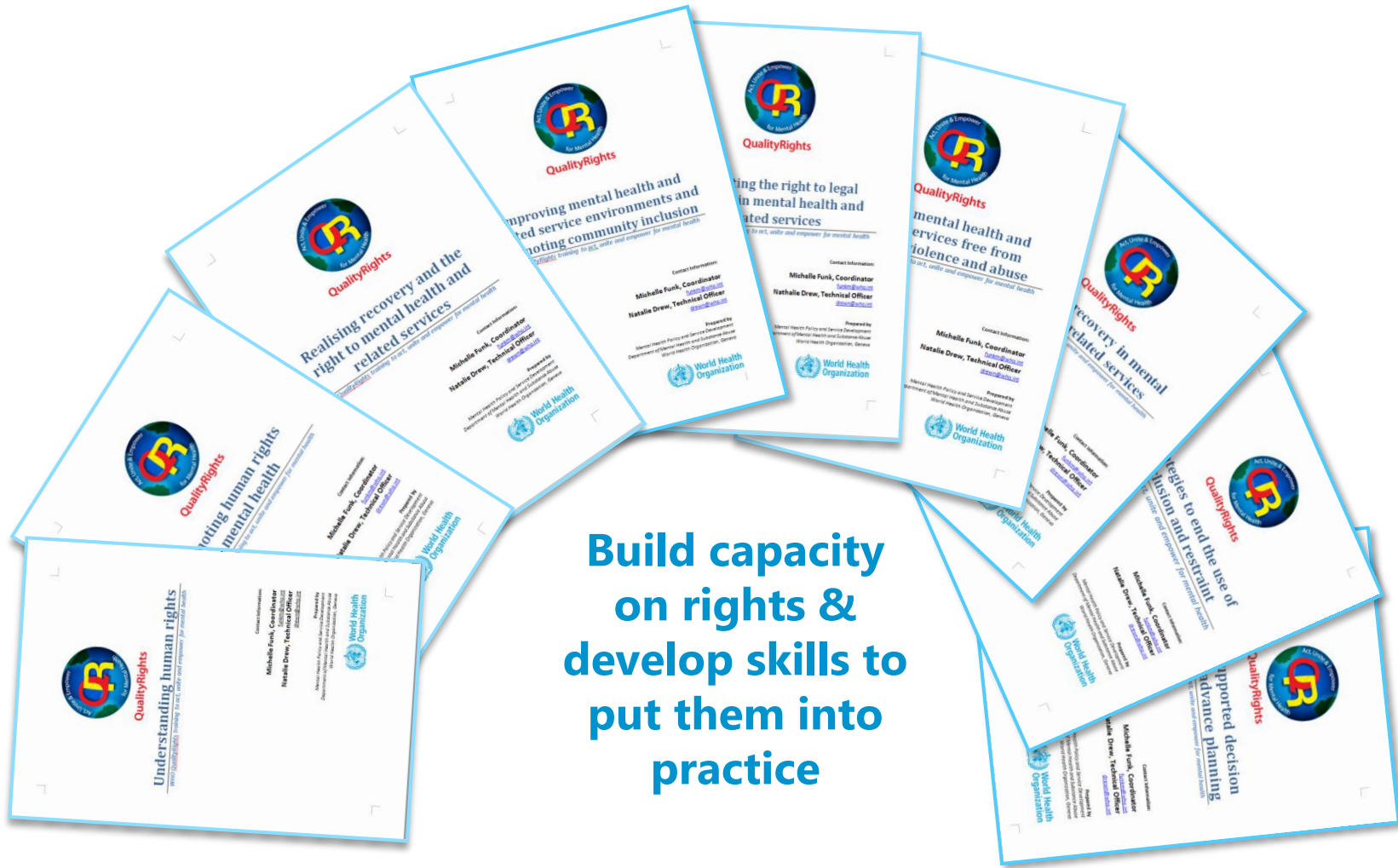
# WHO QualityRights Objectives



- ❖ Build capacity to understand and promote human rights, recovery and people-centred care & recovery in mental health
- ❖ Create community-based, recovery-oriented & people centred services and supports that respect rights
- ❖ Improve the quality and human rights conditions in mental health and related services
- ❖ Support efforts to strengthen civil society movement to conduct advocacy and influence policy-making
- ❖ Reform national policies and legislation in line with the CRPD and other international human rights standards



# Face-to-face training modules



**Build capacity  
on rights &  
develop skills to  
put them into  
practice**



# Guidance and face-to-face training modules



## *Core mental health and human rights modules:*

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

## *Specialised modules:*

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






# QualityRights e-training



## Foundation in Mental Health, Human Rights & Recovery

- Expert coaches & mentors
- Peer-to-peer learning & sharing
- **Reaching, engaging & training thousands of people within & across countries**

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 **WHO QualityRights**  
Act, unite and empower for mental health

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# Guidance: Good, promising & emerging services & supports



## Services & supports that:

- People-centred
- Operate without coercion
- Respond to people's needs
- Support recovery
- Promote autonomy & inclusion

## Evaluation of services & supports:

- Costs
- Outcomes
- Sustainability
- Transferability





# Guidance on peer supports & services



- Providing individualised peer support within services and the community
- Setting up and running peer support groups

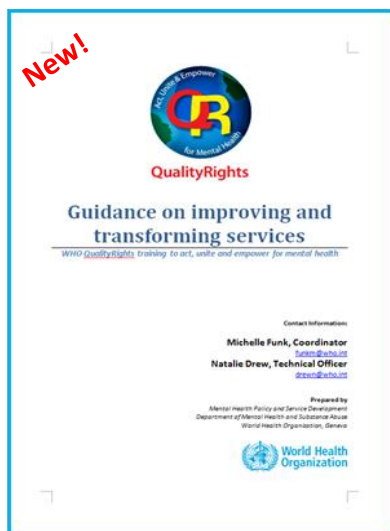




# Assessing & improving quality and rights in services



## Assessment toolkit



## Guidance - Improving & transforming services





# Guidance on civil society and advocacy



- Setting up and operating a civil society organization
- Conducting advocacy campaigns to integrate human rights in mental health



# Implementation in countries



**Countries/States which have already implemented QualityRights**

**Countries/States currently implementing QualityRights**

**Countries/States planning to implement QualityRights**



QualityRights

# QualityRights Gujarat

## Activities

- QR assessment
- Service change plans
- Training on human rights and recovery
- Peer support workers
- Peer support groups

## Results

- Important improvements in quality & human rights in services:
  - Physical and social environment
  - Comprehensive & holistic approach emphasizing recovery & addressing mental and physical health care needs across the life course
  - informed consent, respect for autonomy, supported decision making
  - Reduced use of violence, coercion & abuse
  - Linking people to community based services
- Major shifts in attitudes concerning coercion
- Reduced stigma
- Greater empowerment of people using the services

**Thank you!**