



Quality Rights Assessment toolkit training
Mental Health, Human Rights, Recovery & Service Improvement
17th – 20th September 2019 WHO Kenya



	Tuesday 17th Sept	Wednesday 18th	Thursday 19th	Friday 20th
Theme	Experience so far & Core principles of QR Recap	Understanding the toolkit	Practical application of the toolkit	Navigating the results and implications of an assessment

Tuesday 17th Sept: Core principles of QR recap

08:30 – 09:00	Registration
09:00 – 09:30	Welcome and Introductions & Setting the agenda for the next 4 days
09:30 - 10:30	Overview of the WHO QualityRights initiative and film (Lebanon/Gujarat only if participants have not seen previously) In Gujarat India: https://www.youtube.com/watch?v=phd_PoHuL9c In Lebanon: https://www.youtube.com/watch?v=HBjndMnG3ow
10:30 – 11:00	Coffee Break
11:00 – 12:00	How do we promote community inclusion & what does this mean for mental health services? Implications, challenges and solutions
12:00 – 13:00	What is recovery and how does this link to our QR assessments?
13:00 – 14:00	Lunch Break
14:00 – 15:30	How do we promote the right of people to make decisions about their own lives (Treatment & beyond) –Implications, challenges & Solutions
15:30 – 15:45	Coffee Break
15:45 – 16:45	How do we move towards ending the use of seclusion and restraint? Implications, challenges and solutions

Wednesday 18th: Understanding the toolkit

8:30 – 10:00	Topic 1: Presentation: the WHO QR tool kit
10:00 – 10:30	Coffee Break
10:30 – 12:00	Topic 2: Familiarization with the WHO QR toolkit (themes 1 – 5)
12:00 – 13:00	Topic 3: Familiarization with the WHO QR toolkit (themes 1 – 5) cont'd
13:00 – 14:00	Lunch Break
14:00 – 15:30	Topic 4: Conducting the visit: Observation Topic 5: Conducting the visit: Documentation of findings
15:30 – 15:45	Coffee Break
15:45 – 17:00	Topic 6: Review and interviewing Topic 7: Q&A on assessment visit

Thursday 19th: Practical application of the toolkit

08:00 – 13:00	Site visit to conduct observation (different groups do different themes) and interviews with staff and service users (using QR interview tool)
13:00 – 14:00	Lunch Break
14:00 – 14:30	Debriefing & reporting back from site visit
14:30 – 15:15	Overview of the WHO QR assessment reporting tool
15:15 – 15:30	Coffee Break
15:30 – 18:00	Training exercise and discussion: completing the facility WHO QR reporting form based on site visit

Friday 20th: Navigating the results and implications of an assessment

09:00 – 10:30	Topic 1: Presentation: Procedural matters for implementing QualityRights
10:30 – 11:00	Coffee Break
11:00 – 13:00	Topic 2: Plenary discussion on procedural matters
13:00 – 14:00	Lunch Break
14:00 – 15:30	Overview of training module for developing transformation/ improvement plans
15:30 – 16:00	Coffee break
16:00 – 17:00	Planning for future assessments and transformation/improvement plans: Challenges, concerns and expectations
17:00	Close